



**Request for Proposal for
Rate Contract for Supply, Installation and
Commissioning of ATM/CRM sites (excluding the
ATM/CRM machines)
Under Capex Model.**

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1) Bid Schedule and Address

Odisha Grammeen Bank was established since 1st May 2025 by the amalgamation of erstwhile Odisha Gramya Bank and erstwhile Utkal Grammeen Bank as per Government of India, Department of Financial Services, Ministry of Finance, and Notification No. CG-DL-E-07042025-262329 PART II—Section 3—Sub-section (ii) , S.O 1632(E) dated 07/05/2025 issued under sub-section (1) of Section 23A of Regional Rural Banks Act 1976 (21 of 1976). The share capital of the Bank is contributed in the ratio of 50:15:35 respectively by the Government of India, Government of Odisha and Indian Overseas Bank, the Sponsor Bank.

Sl. No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/RFP/ITD/ATM/004/2025-26
2.	Date of Issue of RFP	19th January 2026
3.	Last date for receipt of queries, if any.	27 th January 2026, 14:00 hours
4.	Pre Bid Meeting	30 th January 2026, 15:00 hours in virtual mode, link to be shared to mail ids from where queries will be received.
5.	Bid Submission Mode.	Through manual bid submission
6.	Last Date and Time for submission of physical copy of bids along with supporting documents.	18th February 2026 on or before 17:00 hours
7.	Last date, time and place for submission of Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	18th February 2026 on or before 17:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
8.	Date, time and venue for opening the technical bid.	19th February 2026 at 11:00 hours at the Bank's Information Technology Department, Bhubaneswar.
9.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
10.	Name of contact officials for submission of documents as stated in serial No.6 & 7 and for any enquiries.	N. Rout – Ch. Manager IT S.S. Acharya – Ch. Manager IT A. Priyadarshini – Manager-IT M. K. Gupta – Manager-IT
11.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept., ODISHA GRAMEEN BANK, Head Office, AT- Gandamunda, P.O. – Khandagiri, Bhubaneswar – 751030.
12.	Contact officials for any clarification.	Mrs. A. Priyadarshini – Manager IT - +917978325597 Mr. M. K. Gupta – Manager-IT - +919874982935
13.	Contact e-mail ID	atm@odishabank.bank.in

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Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. If last day of submission of bids is declared a holiday under NI Act by the Government or any restriction imposed by Government, subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.

Bid along with original copy of EMD Bank Guarantee, Power of Attorney and Integrity Pact must reach to Head Office of ODISHA GRAMEEN BANK (OGB) on or before last date and time of submission of Bids. **Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents.**

2) Introduction

Odisha Grameen Bank was established since 1st May 2025 by the amalgamation of erstwhile Odisha Gramya Bank and erstwhile Utkal Grameen Bank as per Government of India, Department of Financial Services, Ministry of Finance, and Notification No. CG-DL-E-07042025-262329 PART II—Section 3—Sub-section (ii) , S.O 1632(E) dated 07/05/2025 issued under sub-section (1) of Section 23A of Regional Rural Banks Act 1976 (21 of 1976). The share capital of the Bank is contributed in the ratio of 50:15:35 respectively by the Government of India, Government of Odisha and Indian Overseas Bank, the Sponsor Bank.

The Bank has established itself as a frontrunner in adopting and implementing cutting-edge technology initiatives.

3) Purpose of RFP

This Request for Proposal (RFP) has been prepared solely for the purpose of enabling Odisha Grameen Bank to select Service Providers (hereinafter termed as "Vendor") for Rate contract for the Supply, Installation, Commissioning, and Maintenance of 150 complete ATM/CRM sites (excluding the ATM/CRM machines themselves) with a potential quantity variation of $\pm 25\%$. A complete ATM site encompasses all necessary civil works, electrical works, interior finishes, AC units, CCTV systems, UPS units, batteries, Bulgar Alarm and any other equipment/material required to make the site fully operational as specified in this RFP.

This RFP outlines the terms and conditions, scope of work, specifications, responsibilities and obligations of the bidders and the Bank. This RFP also specifies the process for submission of bids, evaluation criteria and the terms governing the award of contract.

The bidder shall be responsible for end-to-end site preparation including but not limited to civil, electrical, interior furnishing, earthing, AC installation, Bulgar Alarm installation, UPS and battery installation, CCTV system installation, glow sign board, network cabling, and all other TIS components required for making a complete functional ATM/CRM site as specified in **Annexure G**.

The selected bidder shall provide a **three (3) year comprehensive onsite warranty** covering all supplied equipment and services.

Upon the expiration of the warranty period, the Bank will enter into a mandatory **two-year comprehensive Annual Maintenance Contract (AMC) for the AC units, CCTV systems, UPS, and Batteries**. Bidders must provide competitive price discovery for this AMC period as per the format in

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Annexure J.

For all other items and components, the Bank shall bear the costs associated with spares and repairs. The Bank reserves the right to engage the vendor on a service-call basis for these items for a period of up to five (5) years from the date of installation.

Nothing contained in this RFP shall be construed to create any binding obligation on the Bank to issue a Work Order or to select any bidder. The Bank reserves the right to reject any or all bids without assigning any reason whatsoever, and its decision shall be final and binding.

OGB may, at its discretion, increase or decrease the number of sites.

The Bidder shall bear all costs associated with the preparation and submission of its bid and OGB will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also, the decision of OGB on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail as mentioned in Section-1. Any query received after the last date for submission of pre-bid queries as given in Section-1 will not be considered.

The content of this RFP is a copy right material of ODISHA GRAMEEN BANK. No part or material of this RFP document should be published in paper or electronic media without prior written permission from OGB.

4) Definitions

In the Contract, the following terms shall have the following meanings and shall be interpreted accordingly:

- a) "The Contract/Agreement" means the agreement to be entered into between the Bank and the Service provider as recorded in the Contract Form duly signed by the Parties, including all annexure, schedules, exhibits, supplements, appendices, amendments, revisions, notations and modifications thereof for supply and implementation of software and provide / carry out the Service(s) of Vendor, as indicated / spelt out in Scope of Work to be performed in compliance with the service level requirements and standard of performance
- b) "OGB" or "The Purchaser" means the Odisha Grameen Bank including its successors and assigns.
- c) "Bidder" or "Contractor" or "Vendor" means any person / persons / firm / company, etc., to

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whom work has been awarded and whose bid has been accepted by the Bank and shall include its authorized representatives and successors.

- d) "The Contract Price" means the price / compensation payable to the Vendor / Bidder under and in accordance with the Contract for the due performance and observance of its contractual obligations under and in accordance with the Contract.
- e) "Service(s)" means all the services as specified in Scope of Work to be performed in compliance with the service level requirements and standard of performance, which the Vendor / Bidder is required to provide and/or procure for the Purchaser / OGB under and in accordance with the Contract.
- f) "ATM/CRM Site" means the complete physical setup required to house and operate an ATM or CRM machine supplied by the Bank, including all TIS components such as civil work, electrical work, interior work, AC, CCTV, UPS, batteries, Bulgar Alarm, DB board, earthing, signages, etc.
- g) "TIS Work" means the complete site preparation works including civil, electrical, interior furnishing, installation of AC, UPS, CCTV, batteries, lighting, signage, earthing, cabling, etc.
- h) "Comprehensive Onsite Warranty" means end-to-end warranty covering repair, replacement, service, labour, transportation, consumables and all other costs for maintaining uptime of supplied equipment.
- i) "Acceptance Certificate" means certificate on successful completion of acceptability test, receipt of deliverables, etc, and after the Bank (which shall not be deemed to be an obligation on the Bank) is satisfied with the working of the System. The date on which such Certificate is signed shall be deemed to be the date of successful Commissioning of the Systems.
- j) "Business Day" means any day that is not a Sunday or a public holiday (as per the official holidays observed by the Bank).
- k) "Confidential Information" means, (i) intellectual property information; (ii) technical or business information or material not covered in (i); (iii) proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process / flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Parties provide regarding third parties; (iv) information disclosed pursuant to this Contract and (v) all such other information which by its nature or the circumstances of its disclosure is confidential.
- l) "Commissioning" means the successful installation and acceptance of the service, including supply, configuration, and installation, successful testing and connectivity is executed.
- m) "Go-Live" means the successful operationalization of the ATM/CRM site allowing cash withdrawal or CRM transactions.
- n) "Equipment" / "Hardware" means all items supplied by the bidder under this RFP.

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- o) "Document" means any embodiment of any text or image howsoever recorded and includes any data, text, images, sound, voice, codes, computer programs, software and / or databases or microfilm or computer-generated microfiche or similar device.
- p) "Effective Date" means the date on which this Contract is signed and executed by the Parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.
- q) "Intellectual Property Rights" means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- r) "Parties" means the Purchaser / OGB and the Bidder / Vendor and "Party" means either of the Parties.

5) Keywords Used in the Document

AC – Air Conditioner
AMC – Annual Maintenance Contract
API – Application Programming Interface
ATM – Automated Teller Machine
ATP – Acceptance Test Procedure
ATS – Annual Technical Support
BG – Bank Guarantee
CAPEX – Capital Expenditure
CBS – Core Banking Solution
CCTV – Closed-Circuit Television
CRM – Cash Recycler Machine
CVC – Central Vigilance Commission
DC – Data Centre
DB Board – Distribution Board
DVSS – Digital Video Surveillance System
DR – Disaster Recovery Centre
EMD – Earnest Money Deposit
FCR – Field Call Report
GST – Goods and Services Tax
HO – Head Office
LED – Light Emitting Diode
MAF – Manufacturer's Authorization Form
NDA – Non-Disclosure Agreement
OEM – Original Equipment Manufacturer
OSD – Original Software Distributor
PBG – Performance Bank Guarantee
PoC / SPoC – Single Point of Contact
RFP – Request for Proposal
RO – Regional Office
SB – Successful Bidder

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SLA – Service Level Agreement
SOP – Standard Operating Procedure
TDS – Tax Deducted at Source
TIS – Technology Infrastructure Setup (Site Preparation Work)
UPS – Uninterruptible Power Supply
UAT – User Acceptance Test

6) Interpretation in this Contract unless a contrary intention is evident:

- a) The clause headings are for convenient reference(s) only and do not form part of this Contract;
- b) Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- c) Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- d) A word in the singular includes plural and a word in the plural includes singular;
- e) A word importing a gender includes any other gender;
- f) A reference to a person includes a partnership and a body corporate;
- g) A reference to legislation includes legislation repealing, replacing or amending that legislation;
- h) Where a word or phrase is given a particular meaning, it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- i) Reasonability and materiality of "doubt" and "controversy" shall be at the discretion of OGB.
- j) The words not expressly defined herein shall have meanings ascribed to them in the General Clauses Act, 1897, the Information Technology Act, 2000 and the Information Technology (Amendment) Act, 2008.

7) Scope of Work

1) Broad Outlines of Scope of Work

Bank has following requirements for 150 Nos. of ATM/CRM sites ($\pm 25\%$) all over the command area of bank. However, Bank reserves the right to increase / decrease the quantity based on the actual requirements of the Bank.

Odisha Grameen Bank envisages installing ATM/CRM sites based on the actual requirements of the Bank. The bidder is required to supply, install, commission and provide onsite maintenance support over the tenure of the contract. Bidder is required to undertake Site Preparation work including civil, electrical and interiors for those sites. Furthermore, the bidder is required to supply, install and commission related equipment such as DB Board, AC Units, CCTV, UPS, Batteries, Bulgar Alarm, Isolation Transformer, Servo Stabiliser and Fire Extinguisher at -those sites. Bidder is required to provide maintenance and support for all equipment and Hardware as per clause 7 of RFP.

Scope Overview: The broad scope of the RFP is given below:

Supply, install, commission and ongoing maintenance of all the Hardware as per the specification listed in Annexure-G.

Perform the site preparation activities including (civil, interiors and electrical work) as per the OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines)

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Annexure - G.

The Contract duration is for a period of 5 years. The bidder is required to provide onsite warranty for all equipment supplied by the bidder as per the clause No 7 of RFP.

The Bank may also engage vendors for shifting of the ATM/CRM site upon requirement of the Bank. The Bidders should also submit the Price schedule for shifting of the ATM/CRM as per Annexure- Q mandatorily.

2) Delivery and Site Preparation

The selected bidder is required to undertake all the works mentioned in the RFP document:

- I. The Bidder shall provide a single point of contact (SPOC) responsible for all communication, coordination, implementation, and maintenance activities throughout the entire contract period. A dedicated SPOC must be provided to the Bank for efficient call logging and real-time monitoring of all service requests via mail and phone.
- II. The successful Bidder is responsible for coordinating with the relevant Regional Offices and Branch Managers to complete all necessary site preparation and preliminary works, including electrical earthing and any other required tasks for installation, commissioning, and ongoing maintenance. All onsite work must be conducted in a manner that does not interrupt the Bank's normal business operations.
- III. The Bidder must ensure that each site is fully prepared and meets all specified requirements before the delivery and installation of any hardware. The Bidder shall make all necessary arrangements for delivery, unpacking, inspection, and placement at no additional cost to the Bank.
- IV. The Bidder holds sole responsibility for the supply, delivery, transportation, transit insurance, storage, installation, and commissioning of all hardware and equipment at the designated sites. This responsibility includes integration, successful acceptance testing, comprehensive documentation, warranty management, and Annual Maintenance Contract (AMC) services, continuing until formal acceptance by the Bank.
- V. The Bidder must ensure that all required insurances (especially transit and installation risk insurance) remain valid and active until the equipment is formally delivered to the destination address provided by the Bank and accepted. Any delays in installation attributable to the Bidder must not result in a lapse of coverage.
- VI. The Bidder is responsible for all installation and commissioning activities, including structured cabling, unpacking, uncarting, inspection, and other related preparatory work.
- VII. During installation, the Bidder's onsite engineer(s) shall verify the physical availability and condition of all items against the packing list. In the event of any discrepancy, damage, or non-specification items, the Bidder must take immediate steps to rectify the situation and ensure all correct items are delivered promptly so that the installation schedule is maintained. The Bidder shall provide all required testing equipment, tools, and transportation vehicles necessary for installation and maintenance at no extra cost to the Bank.

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- VIII. All cabling for the ATM/CRM systems shall be installed in a neat, structured, and professional manner. The Bidder must document the cabling paths and provide a copy of the final cabling diagram to the branch staff as well as to Bank Head Office, IT Department. Power and telecommunications cabling must be protected from interception or physical damage. The Vendor shall adhere to stringent industry best practices to protect the system infrastructure from unauthorized access and wiretapping.
- IX. If any damage occurs to Bank property during the delivery or installation phase due to actions attributable to the Bidder or their representatives, the Bidder shall replace or repair the damaged property at their own expense.
- X. All core equipment (e.g., racks, batteries, wiring panels) must be securely fitted in the designated back-room area. All wiring related to the ATM/CRM machines and CCTV cameras should be concealed, structured professionally, and remain inaccessible to the general public.
- XI. The Bidder must make all allocated ATM sites operational within 4 weeks of the Purchase Order (PO) date for each phased list of sites provided by the Bank, failure to complete the sites within the specified timeline will result in a penalty of ₹1,000.00 per day per defaulted site (capped at 5% of the total implementation cost per site) deducted for non-compliance, unless delays are caused by the Bank or force majeure.
- XII. The Bank will provide the physical sites to the selected Bidder. The Bidder must conduct a mandatory preliminary site inspection prior to supply/installation to survey the location. During this inspection, the Bidder must analyze the local voltage sufficiency and recommend an optimum, technically specified voltage stabilizer to ensure the ATM/CRM remains operational without t interruption from local power fluctuations.
- XIII. The Bidder is responsible for ensuring proper earthing at each ATM/CRM site. The Bidder assumes full liability for any damage to the Bank's equipment or property resulting from inadequate or faulty earthing attributable to their work.
- XIV. The Bidder shall ensure the timer mechanism for the external Glow Signboard is robust enough not to reset during minor power fluctuations. The Glow Sign Board must consistently illuminate daily from 5:00 PM (evening) to 6:00 AM (morning).
- XV. All materials used in the hardware and equipment spares must be pest-resistant. The Bank will not be held responsible for damage caused by pests (e.g., ants, termites) to consumable or edible materials within the machinery (e.g., rubber, latex seals, gum components). The Bidder is required to replace any such pest-damaged spare parts free of cost during the warranty/maintenance period.
- XVI. The Bidder must provide a detailed design diagram of the electrical wiring for the ATM/CRM site and the DB Board. All circuit diagrams must adhere to industry best practices and standards. The following standard color coding for wiring must be strictly used:
- a. RED: Signifies the Phase (live) wire in the electric circuit.
 - b. BLACK: Signifies the Neutral wire, connected to the neutral busbar inside the electric panel.

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- c. GREEN: Signifies the Grounding/Earthing wire.
- XVII. As a mandatory prerequisite for the release of payment, the vendor must submit high-resolution color photographs of the completed ATM/CRM site. These photographs must clearly depict all installed components included in the project scope—including but not limited to CCTV systems, Air Conditioning units, electrical fittings, interior signage, and overall site finishes. The imagery must provide a 360-degree view of the site to verify that supply, installation, and commissioning have been executed according to the contract specifications.

3) Installation and maintenance

The selected Bidder shall perform the following activities at the time of hardware installation and commissioning, and obtain confirmation/sign-off from the authorized Bank official:

Installation and Maintenance Standards:

- a) All equipment installation must strictly adhere to the technical specifications and requirements defined within the Request for Proposal (RFP) documentation.
 - b) Comprehensive operation manuals and technical troubleshooting guides must be provided and made available at each individual Branch location/site.
 - c) Detailed half yearly maintenance reports shall be generated and submitted for every ATM/Cash Recycler Machine (CRM) site.
- I. Service Level Agreement (SLA) Adherence:
The Bidder shall rigorously adhere to all Service Level Agreement (SLA) terms and response times specified in the RFP for the ongoing maintenance and support of all supplied equipment.
- II. Site Shifting and Relocation Services:
The Bidder shall undertake the physical shifting and relocation of existing or older ATM/CRM sites as required by the Bank. All associated costs for these services will be billed according to the agreed-upon price structure stipulated in the RFP.
- III. Electrical Infrastructure Arrangements:
The Bidder is responsible for making all necessary electrical arrangements and accommodations at the site to ensure seamless integration and reliable backup power (via UPS) for the ATM/CRM machines, network modems, switches, CCTV Digital Video Surveillance Systems (DVSS), and emergency LED lights within the ATM/CRM room premises.
- IV. Manufacturer's Authorization and Warranty Obligation:
If the Bidder is supplying goods that they did not manufacture or produce directly, they must provide a formal "LETTER OF AUTHORISATION TO BID" (as per the format enclosed in the RFP). This certificate must confirm the manufacturer's authorization for the Bidder to supply the equipment and assure the transfer and fulfillment of all guarantee and warranty obligations. Proposals submitted without this requisite authorization letter will be summarily rejected.
- V. Optional Repair and Relocation Orders (L1 Price Structure):
The selected Bidder may receive separate work orders from the Bank for the repair or relocation of the Bank's existing/old ATM/CRM sites. These optional services shall be executed based on the L1 (Lowest Evaluated Bidder) price structure established during the initial tender evaluation.

4) Documentation and Submission Requirements

All documentation supplied by the Bidder under this contract must be provided exclusively in the English language.

1. One (1) hard copy of the comprehensive project overview summary and project OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines)

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completion report must be submitted to the IT Department, Head Office (HO), Bhubaneswar. This report shall detail the site layouts, equipment/rack configurations, comprehensive cabling diagrams, and earthing schematics maps for all locations.

2. One (1) copy of the site survey reports, including as-built cabling details, configuration settings, and detailed operational parameters, shall be submitted to each respective ATM/CRM location
3. Two (2) copies of the final Acceptance Test Procedure (ATP) documents—covering all testing, installation, and commissioning activities performed, including the final test results—must be submitted before the Bank issues the final Acceptance Certificate. One copy is required for the local CD/CRM location, and the second copy must be submitted to the IT Department at the Head Office.
4. Wherever applicable and relevant, the Bidder shall provide all necessary test certificates, manufacturer guarantee certificates, and software licenses concurrently with the supplies, installation, and final acceptance of the equipment.

5) Training

- a) The Bidder shall provide comprehensive training immediately following the successful installation of the equipment at each site.
- b) The Bidder shall provide user-level operation and basic maintenance training for a minimum of two (2) and a maximum of four (4) Bank personnel identified by the Bank at each respective ATM/CRM site, at no additional cost to the Bank.
- c) The training curriculum must cover all aspects of operating the installed hardware and equipment. This same information shall be thoroughly documented and incorporated within the provided training manuals/documents.
- d) In addition to user training, the Bidder shall provide specific technical training on the electrical arrangements of the Distribution Board (DB) and the overall ATM site infrastructure to the designated electrician(s) of the Regional Office (RO).

6) Project management

- a. The Bidder is required to establish robust project management procedures to ensure the smooth and timely completion of the project rollout.
- b. For effective coordination and smooth project completion until the complete setup of sites/sites of the region, the Bidder must nominate one dedicated single point of contact (SPoC) at the Head Office level in Bhubaneswar and four dedicated SPoCs across Regional Offices, all of whom must be virtually available via phone and mail.
- c. The nominated project representatives shall submit a detailed weekly status report to the IT Department (ITD) regarding the progress and implementation status of the project rollout.
- d. The final Project Completion Report must be comprehensive, containing specific details of each site location, installed equipment lists, rack layouts, and complete cabling infrastructure documentation.
- e. All Project Completion Documentation must be thorough and comprehensive enough to enable Bank personnel to easily refer to specific details for future maintenance activities, system upgrades, fault diagnosis, or error resolution.
- f. The Bidder shall be solely responsible for all necessary liaison work and coordination required for the successful installation of the hardware, including managing all aspects of site preparation activities.

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8) Comprehensive on-site Warranty and Maintenance Terms

- a) The Bank requires all equipment supplied under this RFP to be under a Capital Expenditure (CAPEX) model, with a comprehensive warranty of 3 years post-acceptance.
- b) All Products/Hardware/Equipment supplied shall carry a minimum 36-month (3-year) comprehensive on-site warranty, covering the total equipment (including earthing, ACs, CCTV, Bulgar Alarm, etc.) from the date of successful installation and final acceptance by the Bank.
- c) Following the expiration of the initial 3-year warranty, the Bank will initiate a mandatory 2-year comprehensive Annual Maintenance Contract (AMC) specifically for AC units, CCTV systems, UPS units, and batteries. Bidders are required to submit price discovery for this 2-year AMC period via Annexure J. For all other equipment not covered by the AMC, maintenance following the 3-year warranty will be managed on an ad-hoc basis. To support this, bidders must submit a fixed-rate schedule for all potential repairs, components, and spare parts using Annexure-H Part-5/5. These rates must remain valid for five (5) years from the installation date and must be included within the technical bid submission.
- d) The Bank shall have full ownership of all products supplied in the CAPEX model immediately upon acceptance.
- e) Warranty terms cover the total equipment, including spare replacements, system software configurations (performance tuning, updates), and integration with other bank-procured hardware.
- f) For authorized/channel partners, the Warranty must ensure a back-to-back arrangement with the Original Equipment Manufacturer (OEM) for maintenance spares, support services, and updates. The Bidder must submit documentary evidence of the contract with the OEM upon L1 selection.
- g) The comprehensive warranty period for all hardware will commence from the date of final acceptance and sign-off by the Bank, not the date of delivery.
- h) During the warranty period, the selected bidder shall conduct mandatory on-site preventive maintenance visits at the ATM/CRM sites at least once every half-yearly (every six months) to ensure all hardware and electrical goods remain in efficient running condition, without any additional cost to bank.
- i) All parts of the hardware are to be covered during the warranty period. If any specific parts are excluded, the Bidder must explicitly detail these exceptions within the Bid documents.
- j) The Bidder warrants that all goods supplied are new, unused, and free from defects. Formal third-party warranty certificates should be provided to the Bank, but the primary responsibility for the comprehensive warranty lies solely with the Bidder.
- k) All maintenance services must be performed by designated service providers mobilized to the site. The performing personnel must log all activities (failures, actions taken, maintenance checks) in the physical site register and complete a field call report (FCR) signed by both the representative and a Bank official.
- l) The Bidder shall provide replacement equipment if any unit requires off-site repair to ensure continuous service availability.
- m) The Bidder will provide a Single Point of Contact (SPoC) for all coordination, reachable via phone and email.

9) Bid Opening and Bid evaluation methodology

Bids will be opened in 2 stages:

Stage 1 – In the first stage the 'Eligibility' and 'Technical' Bids will be opened.

Stage 2 – Commercial bids will be opened for technically qualified bidders for selection of L1 bidder.

i. Opening of Eligibility and Technical Bids

OGB will open Eligibility bid (Envelope 'A') and Technical bid (Envelope 'B') in presence of Bidders representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by OGB from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of OGB.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for OGB, the bids shall be opened at the appointed time and place on next working day.

Eligibility bid Envelope will consist of the following mandatorily:

- ELIGIBILITY CRITERIA-DECLARATION – Annexure A
- All necessary supporting documents

Technical bid Envelope will consist of the following:

Scanned copy of following signed documents should be submitted:

- Covering Letter for EMD – Annexure B(i)
- Earnest Money Deposit – Annexure B(ii)
- Performance Bank Guarantee – Annexure C
- Non Disclosure Agreement – Annexure D
- Self Declaration – Blacklisting – Annexure E
- Letter Of Undertaking – Annexure F
- Compliance to Technical Specifications – Annexure G

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- Undertaking of Authenticity for Hardware and Software – Annexure I
- Manufacturer's Authorization form – Annexure K
- Certificate from Client – Annexure L
- Details of support infrastructure available with bidder – Annexure M
- Terms and conditions compliance table – Annexure N
- Undertaking compliance of minimum wages – Annexure O
- Letter of undertaking – Annexure P
- Integrity Pact as per Annexure R.
- Bid Offer form (without price) – Annexure S
- Power of Attorney for signing of bid – Annexure T
- All necessary supporting documents

ii. Opening of Commercial Bids

Bank will intimate the date and time of opening of Commercial bids to the bidders satisfying eligibility criteria and technical requirement of this RFP. Commercial bid will be opened for selection of L1 bidder.

Commercial bid Envelope will consist of the following mandatorily:

- Commercial Bid format – Annexure J
- Price Schedule of Hardware, equipment and TIS format– Annexure H
- Price Schedule for Shifting 1 ATM/CRM Site format– Annexure J

The bid evaluation will be as per below process. The stages are:

a) Preliminary Examination of Eligibility Bids:

OGB will examine the bids to determine whether they are complete; whether required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

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OGB may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by OGB and may not subsequently be made responsive by the Bidder by correction of the nonconformity. OGB's determination of bid responsiveness will be based on the content of the bid itself. OGB may interact with the Customer references submitted by Bidder, if required.

The bidder shall furnish relevant documents / self-declaration supporting the above eligibility/ qualification criteria along with the technical bid with a self-certified check list for submission of required documents as per Annexure A.

Note: The CRMs will be installed in our service area in Odisha including rural branches of 30 districts in Odisha State viz., Angul, Bolangir, Balasore, Bargarh, Boudh, Bhadrak, Cuttack, Deogarh, Dhenkanal, Gajapati, Ganjam, Jagatsinghpur, Jajpur, Jharsuguda, Kalahandi, Kandhamal, Kendrapara, Keonjhar, Khurda, Koraput, Malkangiri, Mayurbhanj, Nabarangpur, Nayagarh, Nuapada, Puri, Rayagada, Sambalpur, Sonepur and Sundargarh.

The bidder needs to comply with all the eligibility criteria mentioned in the Annexure A to be evaluated for technical evaluation. Non-compliance to any of these criteria would result in outright rejection of the bidder's proposal. The Bidder should enclose proof in support of all eligibility criteria while submitting the Bid Proposal, failing which, the Bid Proposal will not be considered for further evaluation. There is no restriction on the number of credentials a bidder can provide, however all credential letters should be appropriately bound, labelled and segregated in the respective areas.

Confirmation of the submission of all required Annexures of the RFP, each duly completed and signed by an authorized representative of the Bidder.

b) Technical Bid Evaluation:

The Technical Evaluation will be based on the following broad parameters:

- i. Compliance to Technical Specifications as specified in the RFP.
- ii. OGB reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- iii. Review of written reply, if any, submitted in response to the clarification sought by OGB, if any.
- iv. Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed solution are to be enclosed.

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- v. To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- vi. OGB may interact with the Customer references submitted by bidder, if required. To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- vii. The Technical Bid must be complete in all respects, containing all requested non-pricing information, supported by all required Annexures, supporting documents, technical literature, and relevant product brochures for all proposed hardware components, including ACs, CCTV, UPS, batteries, Bulgar Alarm, and fire extinguishers.
- viii. All pages within the entire bid document submission should be serially numbered (e.g., 1/xxx, 2/xxx, where 'xxx' is the total page count of the bid document PDF). Every single page must bear the company's seal and the digital/physical signature(s) of the authorized signatory(ies). Documentary proof, wherever required in terms of the RFP, must be securely enclosed as part of the submission.
- ix. The Technical Bid must be comprehensive and complete in all respects, providing all requested technical and company information, EXCLUDING any price-related data. The uploaded technical documents should not contain any pricing information whatsoever.

OGB reserves the right to shortlist bidders based on technical evaluation criteria.

c) Commercial Bid Evaluation & Successful bidder finalisation:

The commercial bids of only the technically qualified and short-listed bidders will be evaluated for the contract award. The Bank will determine the successful bidder based on the following factors:

- i. The Bidder's overall compliance status with all terms and conditions stipulated in the RFP will be reviewed and considered.
- ii. Commercial Bids must be submitted strictly and exclusively in the format specified in Annexure-J. Any deviation from this format will result in disqualification.
- iii. The final evaluation and the subsequent issuance of the Purchase Order will be based on the pricing details provided in the Price Bid format of Annexure-J.

The L1 bidder will be determined based on the bidder who submits the lowest TOTAL PRICE QUOTED, corresponding to the Total Cost of Ownership (TCO) as detailed in Annexure-J. The Bank will not entertain any negotiation on the quoted prices. As such, bidders are advised to quote their most competitive prices initially. The Bank reserves the right to reject the L1 bid if it deems the quoted price to be unreasonable.

The Lowest Price Bidder (L1) shall be determined based on the aggregate total cost for the entire project encompassing the Supply, Installation, and Commissioning of ATM/CRM sites. While the L1 vendor will be awarded the Rate Contract for the comprehensive project, the Bank/Organization reserves the right to negotiate individual line-item rates (such as spare parts

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for ACs, CCTV, and other hardware) to ensure they align with market benchmarks. The Bank further reserves the right to procure specific line items separately if deemed necessary for cost-optimization or operational requirements.

On Finalization of this RFP, for the implementation and maintenance of ATM/CRM site the below mentioned ratio will be followed:

Sl. No.	BIDDER	SUPPLY RATIO (approx.)
1.	L1	50 %
2.	L2 / Next Higher responsive bidder	30%
3.	L3 / Next Higher responsive bidder	20%
4.	TOTAL	100%

50% of the order value will be placed with the L1 bidder. The remaining portions—30% for the L2 bidder and 20% for the L3 bidder—are subject to those bidders agreeing to supply and implement the ATM/CRM sites at the L1 price (Line Item wise). Bidders must submit a letter of acceptance within 3 days (excluding holidays) from the date of the bank's request.

If the L2 or L3 bidders are unwilling to match the L1 price, their respective portions will be offered to the next higher responsive bidder (e.g., L4, L5) under the same condition of matching the L1 price. If no other responsive bidders agree to match the L1 price, the unallocated portion(s) will be awarded to the L1 bidder. Separate purchase orders will be issued to each participating bidder.

If only L1 and L2 bids are present (with no L3 for any reason), the contract will be divided between them in a 60:40 ratio, provided L2 matches the L1 price.

If the L1 bidder backs out or fails to execute the purchase order in part or full, the bids will be cancelled, and the bank will initiate a re-tender. The bank shall forfeit the EMD (or invoke the bank guarantee in lieu of EMD), invoke the delivery bank guarantee, and blacklist the bidder for one year. The bidder must, however, continue performing the executed portion of the contract until the contract period expires.

If any subsequent bidder (L2, L3, etc.) who has accepted the offer backs out or fails to execute their purchase order, the bank shall forfeit their EMD, invoke the delivery bank guarantee, and blacklist the bidder for one year. The bidder must continue performing the executed portion of the contract until the contract period expires.

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest.

10) Integrity Pact

All bidders should submit a signed Integrity Pact with ODISHA GRAMEEN BANK, on a stamp paper of ₹ 100/-. Bidder(s) without signed Integrity Pact will be disqualified to participate in the bidding. The Original copy of Integrity Pact should reach Head Office of ODISHA GRAMEEN BANK on or before last date of submission of bid.

Bidder should submit the signed Integrity Pact as part of Technical bid.

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The Integrity Pact should be as per "**Annexure R - Integrity Pact**".

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "Integrity pact, in respect of a particular contract, would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://cvc.nic.in/iembank25022015.pdf>

11) Earnest Money Deposit (EMD)

a) Earnest Money Deposit (EMD) and Exemptions

The Bidder is required to deposit ₹5,00,000/- (Rupees Five Lakh only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in **Annexure B(ii)**.

No interest will be paid on the EMD.

The hard copy of the BG / DD must reach at "Information Technology Department, 2nd Floor, Odisha Grameen Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.

b) Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

c) Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, OGB reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, OGB at its discretion may cancel the order placed on the selected Bidder without giving any notice.

12) Term of the Order

The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of **5 years**. Bank may extend the contract for 2 years subject to satisfactory performance of the service provider at the same price as of the 5th year of contract.

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13) Acceptance Procedure

Within 3 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.

- a) Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.
- b) Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award
- c) Upon the successful Bidder accepting the Purchase Order and signing the contract, and NDA, OGB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

14) Performance Bank Guarantee

The selected L1, L2, and L3 vendors—awarded site allocations in the ratio of 50:30:20 (representing 75, 45, and 30 sites respectively out of the total 150 ATM/CRM sites with a potential quantity variation of $\pm 25\%$)—must each provide a Performance Bank Guarantee. Regardless of the phased issuance of Purchase Orders, each vendor shall, within 30 days of the initial Letter of Intent (LoI) or first Purchase Order, submit a PBG equal to 5% of the total allocated contract value (the aggregate value of all planned phases for that vendor, exclusive of taxes). The PBG must remain valid for a period of five (5) years, with an additional claim period of one (1) year from the date of expiry, as per statutory provisions in force. This guarantee must be submitted as per the format in Annexure C.

15) Taxes and Duties

All taxes, if any, shall be deducted at source as per then prevailing rates at the time of release of payments.

Prices shall be inclusive of all taxes, duties. The bidder should meet the requirements of Goods & Services Tax (GST) of India.

16) Service Level Agreement:

This section describes the service levels that have been established for the Services offered by Bidder to the Bank. Bidder shall monitor and maintain the stated service levels to provide quality customer service to the Bank.

The Successful Bidder, following the execution of the Contract, will assume total responsibility for the fault free operation of the ATM/CRM sites (excluding ATM/CRM), associated application software and maintenance during the comprehensive onsite warranty period.

The Bank expects that the successful Bidder /Vendor to adhere to the following minimum Service Levels for ensuring trouble-free maintenance:

- Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail/fax/ any electronic messaging system etc. are to be acted upon, so as to adhere to the service levels.
- The Vendor should have proper escalation and resolution infrastructure.
- Time bound problem addressing team (onsite) for the complete preparation of all the ATM/CRM sites.
- The Successful Bidder shall perform comprehensive Preventive maintenance of all the Hardware including AC, CCTV, UPS, Batteries, Bulgar Alarm, DB board, fire extinguisher and earthing twice in a year, i.e half yearly (in coordination with MSP)
- Bank shall not pay any additional charges during the tenure of comprehensive on-site warranty for any maintenance activity, Repairs, replacement of all spares, Connectivity equipment, electrical, consumables Spare part etc. Successful bidder shall be responsible for the complete implementation

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of the ATM/CRM site at the locations across the country irrespective of the location.

- The product/configuration offered should be available during the comprehensive onsite warranty period. Spares for the product offered should be available for at least 5 years from date of installation.
- In case the product/configuration offered is discontinued, then successful bidder to provide hardware or equipment of the new model (better configuration) at the pre-determined price. If the Bidder is unable to services the already installed hardware or equipment due to non said product/model is discontinued by the OEM, then the bidder should replace the old hardware or equipment with latest version of product for which spares and support services are available at no additional cost to the Bank.
- Successful bidder to ensure supply, installation and replacements of original spare parts only (OEM) including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, etc or natural wear & tear or due to aging of hard wares, without any extra cost to Bank during the comprehensive onsite warranty.
- Successful bidder is expected to take full-fledged responsibility of the ATM/CRM site (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities during the comprehensive onsite warranty.

a) SLA for Project delivery:

1. Timeline for documentation:

SI No	Deliverables	Due date
1	Acceptance to this PO	5 days from date receipt of Notification of Award/1 st Purchase Order
2	Signing of Non-Disclosure Agreement (NDA)	15 days from date receipt of Notification of Award/1 st Purchase Order
3	Submission Performance Bank Guarantee	30 days from date receipt of Notification of Award/1 st Purchase Order
4	Signing of Master Service Agreement, SLA, Contract and Scope of Work (SoW)	45 days from date receipt of Notification of Award/ 1 st Purchase Order

2. Timeline of project delivery:

The Bidder must make all allocated ATM sites operational within four weeks of the Purchase Order (PO) date for each phased list of sites provided by the Bank, failure to complete the sites within the specified timeline will result in a penalty of ₹1,000.00 per day per defaulted site (capped at 5% of the total implementation cost per site) deducted for non-compliance, unless delays are caused by the Bank or force majeure.

3. Timeline of Complaint Resolution during 3 years Comprehensive warranty for all and 2 years AMC for ACs, CCTV, UPS and Batteries after expiry of 3 years comprehensive warranty:

The Bidder must ensure the resolution of all complaints within the following mandatory timelines, effective during both the 3-year Comprehensive Warranty period and the subsequent 2-year Annual Maintenance Contract (AMC) period for ACs, CCTV, UPS, and Batteries:

Critical Equipment (ATM/CRM Impact): For any issues involving UPS, ACs, CCTV, Batteries, or other components that directly result in ATM/CRM downtime, the resolution must be provided within two

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(2) calendar days of complaint registration via email or telephone, irrespective of public holidays or weekends.

Non-Critical (TIS Related): For all other Total Infrastructure Support (TIS) related issues, the resolution must be provided within seven (7) calendar days of complaint registration, irrespective of public holidays or weekends.

Failure to adhere to the specified resolution timelines will attract a penalty of ₹100.00 per day, per defaulted site, calculated as follows:

During Comprehensive Warranty (Years 1-3): Penalties will be capped at 20% of the half-yearly warranty payment due to the vendor for the specific site in default.

During AMC Period (Years 4-5): Penalties will be capped at 20% of the quarterly AMC charges due to the vendor for the specific site in default.

b) SLA for other service levels

Sl no.	Service Level Objective	Description
1	Physical Security Breach	Zero incidents of physical site security breaches attributable to the Bidder's personnel or faulty installation.
2	Data Theft or Loss (Attributable to Bidder)	Zero incidents of data compromise, theft, or loss of banking data during installation/maintenance.
3	Fraudulent Activities	Zero involvement of Bidder's personnel in any fraudulent activity.

17) Penalty Clauses:

a) Penalty for delayed delivery:

The Bidder must make all allocated ATM sites operational within four weeks of the Purchase Order (PO) date for each phased list of sites provided by the Bank, failure to complete the sites within the specified timeline will result in a penalty of ₹1,000.00 per day per defaulted site (capped at 5% of the total implementation cost per site) deducted for non-compliance, unless delays are caused by the Bank or force majeure.

In case the provider has completed all the necessary required infrastructure but could not be commissioned due to issues attributed to bank, such delay will be exempted from the penalty calculations. The provider has to record the reasons for the delay in providing communicates to ITD, Administrative Office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.

Wherever the commissioning is delayed due to delay in obtaining permission from local authorities, it will not attract penalty if supporting documents acceptable to the bank are provided. The provider has to inform the details to IT Department, Head Office along with copies of application to local authorities and necessary fees paid, if any, to claim exemption from penalty.

The penalty as above for delayed commissioning will be deducted from the payments.

Whenever locations are shifted to new premises, materials have to be shifted within a period of

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four weeks from the Date of request for Shifting or the Date of Intimation from the Bank about the Site readiness at new location whichever is later. Penalty for delayed commissioning will be levied as specified above for procurement of new ATM/CRM sites.

If the delay is beyond 8 weeks for any site, the payment of all the sites will be withheld till the commissioning is completed and the Bank reserves the right to invoke the performance guarantee submitted by the successful bidder.

b) Penalty for non-compliance of complaint resolution timeline during 3 years Comprehensive warranty for all and 2 years AMC for ACs, CCTV, UPS and Batteries after expiry of 3 years comprehensive warranty:

The Bidder must ensure the resolution of all complaints within the following mandatory timelines, effective during both the 3-year Comprehensive Warranty period and the subsequent 2-year Annual Maintenance Contract (AMC) period for ACs, CCTV, UPS, and Batteries:

Critical Equipment (ATM/CRM Impact): For any issues involving UPS, ACs, CCTV, Batteries, or other components that directly result in ATM/CRM downtime, the resolution must be provided within two (2) calendar days of complaint registration via email or telephone, irrespective of public holidays or weekends.

Non-Critical (TIS Related): For all other Total Infrastructure Support (TIS) related issues, the resolution must be provided within seven (7) calendar days of complaint registration, irrespective of public holidays or weekends.

Failure to adhere to the specified resolution timelines for complaint/s will attract a penalty of ₹100.00 per day, per defaulted site, calculated as follows:

During Comprehensive Warranty (Years 1-3): Penalties will be capped at 20% of the half-yearly warranty payment due to the vendor for the specific site in default.

During AMC Period (Years 4-5): Penalties will be capped at 20% of the quarterly AMC charges due to the vendor for the specific site in default.

c) Penalty on breach of SLA for other service levels

Any incident involving fraudulent activities attributed to the Bidder's equipment or personnel will result in a stringent penalty of INR 5 Lakhs. This penalty is applicable per incident and is excluded from the overall monthly Service Level Agreement (SLA) penalties cap.

18) Order of Additional ATM/CRM Site

- The Bank reserves the right to order the supply, implementation, and maintenance of additional ATM/CRM sites as per the terms and conditions of this RFP (over and above the initial quantity specified in the RFP) for its Head Office, Regional Offices, Branches, and other locations across the country.
- The Bank may exercise this option for a period of **two (2) years** from the date of acceptance of the initial Purchase Order (PO) at the pre-determined prices. The Head Office will place these orders directly with the successful Bidder.
- The quoted rates for all items shall remain valid for a period of two (2) years from the date of acceptance of the initial PO, unless revised earlier. The successful Bidder shall supply and install the additional sites (complete site preparation including all hardware and equipment as specified in this RFP) at the pre-determined price or the prevailing market price at the time of the additional PO, whichever is lower.
- The number of additional sites ordered per year shall not exceed 25% of the total number of initial sites specified in the RFP (e.g., if the RFP is for 100 sites, a maximum of 25 additional sites can be ordered per year).

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- e) The technical specifications of all hardware supplied for additional sites must conform to the specifications provided in the original RFP or a higher configuration.
- f) The Bank will periodically review technology. If any model becomes obsolete, the Bank will consider an alternate model in consultation with the OEM. If an upward revision in the model offered by the OEM occurs, the Vendor will automatically provide the latest model available at no extra cost to the Bank.
- g) The successful Bidder is obligated to voluntarily pass on the benefit of any discounts, reduction in prices, or changes in Government duties to the Bank during the contracted period.
- h) Comprehensive onsite Warranty and Ad-hoc Maintenance terms for such additional hardware shall be strictly as per Clause 7.0 of this RFP.
- i) The selected L1, L2, and L3 vendors—awarded site allocations in the ratio of 50:30:20 (representing 75, 45, and 30 sites respectively out of the total 150 ATM/CRM sites with a potential quantity variation of $\pm 25\%$)—must each provide a Performance Bank Guarantee. Regardless of the phased issuance of Purchase Orders, each vendor shall, within 30 days of the initial Letter of Intent (LoI) or first Purchase Order, submit a PBG equal to 5% of the total allocated contract value (the aggregate value of all planned phases for that vendor, exclusive of taxes). The PBG must remain valid for a period of five (5) years, with an additional claim period of one (1) year from the date of expiry, as per statutory provisions in force. This guarantee must be submitted as per the format in Annexure C.
- j) Notwithstanding these clauses, the Bank reserves its right to issue POs for ATM/CRM site work from any other vendor or may initiate a new RFP process during the said two-year period.

19) Payment Terms

1. General terms:

- a. Payment will be processed only after
 - i. Signing of SLA & NDA
 - ii. Submitting PBG as per terms and conditions
- b. Payment for site preparation will be released as a single 70% payment upon the successful handover of the completed ATM/CRM site to the Bank. The remaining 30% will be retained by the bank as a deferred liability, to be paid half-yearly after the submission of each half-yearly maintenance report. 5% of the deferred liability will be released upon acceptance of each of the six half-yearly maintenance reports. This payment covers all preparatory work, including the cost of the AC unit, CCTV system, UPS, batteries, burglar alarm system, electrical components, and the glow signboard. The site handover will be considered complete only after the site is fully operational and all required hardware (AC, CCTV, signage, proper earthing, and wiring) is confirmed to be fully functional in accordance with the RFP.
- c. The 70% project payment is strictly contingent upon the L1 vendor's submission of the Distribution Board (DB) layouts and comprehensive cabling diagrams, as specified in Clause 6.2(viii), alongside the mandatory site completion photographs required under Clause 6.2(xvii). As the vendor is responsible for the entire site integration, any failure to provide this technical documentation and visual evidence will result in the immediate withholding of the milestone payment until all compliance requirements are satisfied.
- d. Invoices submitted must be in GST compliant with billed to Odisha Grameen Bank GSTIN 21AAAJO0374P1Z1.

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- e. All payment will be done in INR (₹) currency after deduction of TDS and applicable TDS-GST.
- f. The quoted prices shall be all inclusive of technical service charges, if any, for erecting, testing, configuration, installation and commissioning of ATM/CRM site at the location as specified by the Bank in the Purchase Order, charges for media, charges for packing, freight and forwarding, transit insurance and local transportation charges, Labour charges and charges such as cost towards boarding, traveling, lodging etc.
- g. Prices should be furnished item-wise with break-up of unit costs as per Commercial bid in Annexure J.
- h. Billing will be done on actual basis, based on the materials and components used in the preparation of the ATM/CRM Site.

2. Payment for Training

There shall not be separate line item for payment towards training.

7) Technical Inspection and Performance Evaluation

Odisha Grameen Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of software/solution/hardware offered by technically qualified bidders.

20) General Terms

The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

Banks reserves its right to issue any amendments to the terms and conditions, technical specification of the RFP at any time prior to the deadline for opening of the technical bids. Such amendments to RFP shall be webcasted through Bank's official website.

Wherever a particular brand is not specified for the peripheral items / accessories, the quote for such products should be for major brands acceptable to the Bank. Bidders should indicate the brand names of such peripheral items in the "Technical detail form as per format given in Annexure G". Bank reserves its right to reject any brand and the bidders should supply the brand acceptable to the Bank at the same cost as quoted in the commercial bid.

Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

The Successful Bidder(SB) shall provide such packing of the Hardware or equipment as is required to prevent their damage or deterioration during the transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

The Bank shall have the right to withhold any payment due, to the SB (Selected Bidder), in case of delays or defaults on the part of the SB. Such withholding of payment shall not amount to a default on the part of the Bank.

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SB shall hold the Bank, its successors, Assignees and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its technical resources, employees, agents, contractors, subcontractors etc. However, the SB would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

SB shall be responsible for managing the activities of its personnel and will be accountable for both. SB shall be vicariously liable for any acts, deeds or things done by their technical resources, employees, agents, contractors, subcontractors etc. that is outside the scope of power vested or instructions issued by the Bank.

SB shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by SB and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.

The indemnification is only a remedy for the Bank. The successful bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

SB shall be held entirely responsible for the security and the protection of their workers at all times inclusive of non-working hours. They shall be deemed to have included for all costs associated therewith, including cost of insurance, medical expenses etc if any. SB shall inform all his employees, technical resources, employees, agents, contractors, subcontractors etc associated in execution of the work awarded under this RFP, to work in the specified area and they should not move around at other places of premises without any specific reason.

SB or its authorized agents or its employees / technical resources shall not store or allow to store in the Bank's premises any goods, articles or things of a hazardous, inflammable, combustible, corrosive, explosive or toxic nature.

SB and its employees, technical resources, agents, contractors, subcontractors or its authorized agents shall provide full co-operation to other agencies working in the premises and shall follow the instruction of site in charge. No extra claims shall be entertained on account of any hindrance in work.

SB shall not be entitled to any compensation for any loss suffered by it on account of delays in commencing or executing the work, whatever the cause of delays may be including delays arising out of modifications to the work entrusted to it or in any sub-contract connected therewith or delays in awarding contracts for other trades of the Project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof.

It is well defined and understood that the labour or any employee or technical resources of the SB will have no right for claim of employment on the Bank.

No extra claim shall be entertained on account of all the redo of work on account of SB's negligence and resulting into make good of the damages or damaged portions during executing the job. All such cost shall be borne by the SB.

SB shall indemnify the Bank from all the acts & deeds on account of negligence by his employees, agencies, representatives or any person acting on his behalf.

SB shall take all risk Insurance coverage for its employees, technical resources, representatives or any person

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acting on his behalf during the contract period to cover damages, accidents and death or whatever may be.

SB should indemnify the Bank for Intellectual Property Rights (IPR) / copy right violation, confidentiality breach, etc, if any.

The Bank ascertains and concludes that everything as mentioned in the tender document or its addendum circulated to the bidders and responded by the bidders have been quoted for by the bidders, and there will be no extra cost associated with the same in case the SB has not quoted for the same.

21) Force Majeure

The Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war.

If a Force Majeure situation arises, the vendor shall promptly notify Odisha Grameen Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Odisha Grameen Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

22) Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure D** hereof.

In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

No media release/public announcement or any other reference to the tender or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means is strictly prohibited.

The terms of this clause shall continue in full force and effect as perpetual from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

23) Amendments to the Agreement

Once contract agreement is executed with the vendor, no amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.

Unless it is specifically mentioned in purchase order, in case of any dispute, the requirements stated in the RFP Bid will be taken as the final requirement.

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24) Indemnity

The selected Bidder will be liable for all the deliverables.

The vendor shall indemnify, protect and save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.

The Vendor's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Vendor's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

In no event shall either party be liable for any indirect, incidental or consequential damages or lost profits or lost revenue, howsoever such liability may arise.

Losses means any claims.

25) Obligations of the Bidder

Standard of Performance: The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this RFP or to the services as faithful advisor to OGB and shall at all times support and safeguard OGB's legitimate interests in any dealings with third parties.

Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under the contract.

26) Inspection of Records

All VENDOR records with respect to any matters relating to the scope of delivery of the services provided by the VENDOR covered in the Contract shall be made available to the Bank or its designees at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank external auditors who will perform any audit on the VENDOR would execute confidentiality agreement with the VENDOR, provided that the auditors would be

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permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the Contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

Regulators of Bank such as Reserve Bank of India (RBI) and National Bank for Agriculture and Rural Development (NABARD) will have rights to inspect or Audit any matters relating to the scope of delivery and Scope of Work provided by the VENDOR and financials documents of Bank and VENDOR covered in the Contract.

27) Exit option

- a) OGB reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause.
- b) OGB reserves its right to cancel the contract in the event of Amalgamation / Merger of Bank with other entity of bank leading to change of service integrator or service provider as per requirement of new entity post amalgamation / Merger. In such case Bank is not liable for any payment for undelivered portion of services due to termination of contract.
- c) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to OGB at the site.

28) Extension of RFP/Contract

The vendor shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP/Contract, to the satisfaction of and as decided by OGB up to a contract period reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However, even in case, the vendor is not interested to extend the Contract for a further period, vendor shall be essentially required to execute the work at least for next 2 years period on the same rates and terms & conditions of the RFP/Contract.

OGB at its sole discretion may extend the contract for subsequent 2 years from the date of completion of initial contract period with same agreed terms between the service provider(s) and bank.

29) Order Cancellation

OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;

- i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.

In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.

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30) Termination of Contract

For Amalgamation / Merger of bank: On amalgamation or merger of Bank, if the vendor is not feasible or continue the services under scope with the new entity formed due to amalgamation or merger of Bank, then with written notice of 3 months to Vendor, Bank may terminate the contract in whole or in part.

The notice of termination may specify that the termination is for convenience the extent to which Vendor's performance under the contract is terminated and the date upon which such termination become effective. *OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI.*

For Insolvency: OGB at any time may terminate the contract by giving written notice to Vendor, if Vendor becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to OGB.

For Non-Performance: OGB reserves its right to terminate the contract in the event of Vendor's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).

Notice: In the event of termination, OGB will issue notice to Vendor for a period of 90 days over e-mail / registered mail.

31) Effect of Termination

- a) The Vendor agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- b) Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services.
- c) The Vendor agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by OGB, continue to provide facility to OGB at no less favorable terms than those contained in this RFP. In case OGB wants to continue with the Vendor's facility after the completion of this RFP/contract then the Vendor shall offer the same terms to OGB.
- d) OGB shall make such pro rata payment for services rendered by the Bidder and accepted by OGB at the sole discretion of OGB in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Vendor.
- e) OGB may make payments of undisputed amounts to the Vendor for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- f) Upon cancellation of contract/completion of period of service, the Vendor should peacefully handover the legal possession of all the assets provided and obtain discharge from OGB. OGB also

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reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

32) Merger and Amalgamation

In the event of any merger or amalgamation:

- The vendor shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's written consent.
- If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Vendor under this RFP.
- Bank at its sole discretion may terminate the contract with written notice of 3 months in advance in the event of Merger or Amalgamation of Bank of any such order to this effect issued by Govt. of India.

33) Corrupt and Fraudulent Practices

- 1) As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
 - a) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution
AND
 - b) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders / vendors (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the Bank of the benefits of free and open competition.
- 2) The Bank reserves the right to reject a proposal for award if it determines that the Bidder / Vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 3) The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time, it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 4) The decision of Bank in determining the above aspects will be final and binding on the all the Bidders / Vendors. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 5) Any effort/attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 6) The selected Bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for the scope of work covered in this RFP.

34) Resolution of Disputes

OGB and bidder / vendor shall make every effort to resolve amicably by direct informal negotiation, any

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disagreement or dispute or differences arising between them under or in connection with the RFP/Contract. If, however, the parties are not able to resolve them,

1. Such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the RFP/Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by OGB and the Bidder / Vendor. The third Arbitrator shall be chosen by mutual discussion between OGB and the Bidder / Vendor. Where the value of the RFP/contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between OGB and Bidder / Vendor.
2. Arbitration proceedings shall be held at Bhubaneswar, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

Any appeal will be subject to the exclusive jurisdiction of courts at Bhubaneswar.

35) Compliance with Applicable Laws of India

The Bidder / Vendor confirms to OGB that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify OGB about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP/Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect OGB and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder / Vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of this RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OGB and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OGB will give notice of any such claim or demand of liability within reasonable time to the Bidder / Vendor.

36) Legal Compliances:

The Bidder / Vendor confirms to OGB that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder / Vendor is duly registered under the provisions of

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the said Acts and is complying with the provisions of the Acts.

The Bidder / Vendor shall allow OGB as well as regulatory authorities such as Reserve Bank of India and National Bank for Agriculture and Rural Development to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by OGB & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. OGB shall not be responsible in any event to the employees of Bidder / Vendor for any of their outstanding claims or liability in that regard. OGB shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder / Vendor.

Both Bidder and OEM must comply to the Office Memorandum issued by Department of Expenditure under Ministry of Finance with F.No. 6/18/2019-PPD dated 23rd July 2020. Bidder and OEM(s) registered under Rule 144(xi) of the General Financial Rules (GFRs) should share the registration document upon demand by Technical Committee of Bank.

37) Intellectual Property Rights:

All rights, title and interest of OGB in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of OGB and Bidder / Vendor shall not be entitled to use the same without the express prior written consent of OGB. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder / Vendor or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder / Vendor. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Purchase Order.

All copyrights and other intellectual property rights existing prior to the "Effective Date" will belong to the party that owned such rights immediately prior to the "Effective Date". All modifications and enhancements to, and derivative works from, pre-existing intellectual property rights will belong to the party that owned such pre-existing intellectual property rights

Neither party will gain by virtue of this Contract any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by the other.

38) Applicable Law and Jurisdiction

The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Bhubaneswar in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

39) No Damage of OGB Property

Bidder / Vendor shall ensure that there is no loss or damage to the property of OGB while executing the RFP/Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by OGB shall be recovered from Bidder / Vendor.

40) Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

41) Addresses for Notices

Following shall be address of OGB for notice purpose:

OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of
ATM/CRM sites (excluding the ATM/CRM machines)

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The General Manager,
Information Technology Department,
Head Office, Odisha Grameen Bank,
Gandamunda, Khandagiri,
Bhubaneswar,
Odisha – 751030

42) CHANGE ORDER

1. "Change Order" means an agreed upon change or modification to the Support Services or other material aspect of a Statement of Work that complies with the requirements of Change Order procedure stated in this Contract. Requests by Bank and acceptance by Vendor and request by Vendor and acceptance by Bank for Change Orders are subject to the procedures set forth in Change Order procedure stated in this Contract and will be made in writing in the form attached to the Change Order procedure stated in this Contract.
2. All Change Orders must be consented to by both the parties. Till a Change Order is accepted and approved, the parties will continue to perform without the same. If Change Order remains outstanding for 15 (fifteen) days, the parties will meet urgently for resolution of the dispute and mutually decide on the next steps to carry it forward.

43) Eligibility criteria of the Bidder

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfill the minimum eligibility criteria and mandatory clauses mentioned in Annexure - A are liable to be rejected. Only those bidders, who satisfy all the eligibility criteria as mentioned, may respond. Document in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected. Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents may not be considered for evaluation.

Attested photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of BANK in this regard shall be final, conclusive and binding upon the bidder.

The Minimum Eligibility criteria of Bidder are mentioned in Annexure – A.

NOTE:

1. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.
2. Bidders need to ensure compliance with all the eligibility criteria points.
3. In case of corporate acquisition, split of a company, certificate of incorporation, financial statements, credentials prior to such restructuring could be furnished
4. Scheduled Bank also include Regional Rural Bank and Co-operative Bank.
5. Scheduled commercial Bank refer to public sector / scheduled commercial Bank in India only.
6. Branches mentioned are per Bank and not cumulative across Bank.
7. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-week CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - a. In a RFP, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer'.

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- b. If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same RFP for the same item/product.
8. The final solution mentioned above refers to the solution based on the scope given in this RFP. The decision of the bank shall be final and binding in this regard. Any deviations will be ground for disqualification.

44) Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this Contract during the period of the Contract and one year thereafter, except as the parties may agree on a case-by-case basis. The above restriction would not apply to either party for hiring such key personnel who

- (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party
- (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or
- (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

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ANNEXURE- A [ELIGIBILITY CRITERIA-DECLARATION]

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria as stipulated in the RFP.

SI No:	ELIGIBILITY CRITERIA as per Clause No.8.a of the RFP	Documentary proof Submitted (YES /NO)
1	The bidder must be a legal entity registered in India and in operation for at least three (3) years as of the RFP date, functioning as either a company incorporated under the Companies Act, 1956 or 2013, a partnership firm (including LLPs) registered under the Indian Partnership Act, 1932 or the LLP Act, 2008, or a sole proprietorship. To verify eligibility, bidders must submit documentary proof along with their technical bid, including a Certificate of Incorporation with the Memorandum and Articles of Association for companies, a registered Partnership Deed or LLP Incorporation Certificate for partnerships, or for sole proprietors, a combination of a GST Registration Certificate, Udyam (MSME) Registration, or a license under the relevant state's Shops and Establishment Act that confirms a minimum of three years in operation.	
2	The Bidder has registered a turnover of at least Rs.3 Crores (Rupees Three Crores) in last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Annual reports of 2022-23, 2023-24 and 2024-25 should be attached.	
3	The bidder should have made net profit in all of the three financial years i.e. 2022-23, 2023-24 and 2024-25 or calendar years 2022, 2023, 2024 or the Bidder's financial years. Bidder should submit Copy of the audited Balance Sheets for the preceding three years (i.e. 2022-23, 2023-24 and 2024-25).	
4	The bidder and the OEM should be an ISO 9001 / 14001 certified company. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached).	
5	The Bidder should be premium partner / authorized reseller of the AC and all the Hardware required for the ATM/CRM site (except ATM/CRM) in India. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank. Bidder, be it OEM or premium partner / authorized reseller, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in Annexure K of this RFP. Either OEM of ATM/CRM site or only one of its premium partners / authorized resellers in India shall participate in this RFP.	
6	The bidder should have implemented and maintained at least 50 Nos. of ATM/CRM sites each in at least one Public/Private sector Banks/regional rural bank in India, in the last 3 financial years other than Odisha Grameen Bank. Satisfactory Certificate from the client from each bank as per format provided in Annexure L along with documentary proof should be submitted along with the technical bid. Bidder should be in the same business area for at least 03 years. Each Purchase Order/Work orders should be produced as evidence.	

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7	The bidder must have presence with direct service centers or exclusive franchisee service centers or authorized service centers in our regional office locations. These locations should be staffed with support personnel with experience in service support of required hardware / peripherals / equipment in ATM/CRM site proposed to be procured under this bid. Bidder to provide a list of service center/franchises with full details with address and contact of service engineers as in Annexure M of the RFP along with the technical bid. (Documentary proof should be attached). Undertaking letter is to be submitted for providing the service within the Service level mentioned in the RFP. Bidders not having support infrastructure for either of the ATM/CRM Site or Peripherals like ACs, or other equipment are not eligible.	
8	The bidder should submit a certificate issued by their company secretary or equivalent authorised signatory, certifying that all the components/parts/assembly/software quoted/used in the ATM/CRM site such as ACs, and any other equipment were original/new components/parts/assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software were being used or would be used. Bidder to submit the certificate as per format provided in Annexure - I of the RFP along with the technical bid. (Documentary proof should be attached)	
9	The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexures, addendum and corrigendum for the implementation and maintenance of ATM/CRM site at its Branches and other offices located across the command area of bank based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP). Bidder to submit the letter as per format provided in Annexure N & Annexure P of the RFP along with the technical bid. (Documentary proof should be attached).	
10	The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP. Bidder to submit the Self Declaration certificate as per format provided in Annexure E of the RFP along with the technical bid. (Documentary proof should be attached).	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

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Annexure B(i) –
Covering Letter for EMD

To
The General Manager,
Information Technology Dept,
ODISHA GRAMEEN BANK, Head Office,
AT- Gandamunda, P.O. - Khandagiri
Bhubaneswar – 751030.

Subject: RFP # OGB/RFP/ITD/ATM/004/2025-26 dated 19-01-2026 REQUEST FOR PROPOSAL (RFP) FOR REQUEST FOR PROPOSAL (RFP) FOR RATE CONTRACT FOR SUPPLY, INSTALLATION AND COMMISSIONING OF ATM/CRM SITES (EXCLUDING THE ATM/CRM MACHINES) UNDER CAPEX MODEL.

We have enclosed an EMD in the form of a Bank Guarantee No. _____ issued by the branch of the _____ Bank, for the sum of Rs. _____ (Rupees _____). This EMD is as required by clause 10(a) of the Instructions to Bidders of the above referred RFP.

Thanking you,
Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Note: The letter should be attached along with Bank Guarantee and should be sent to Head Office along with Bank Guarantee.

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Annexure – B(ii) EMD

(Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

Odisha Grameen Bank: _____ Date: _

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under RFP No. _____

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. _____ /-(Rupees ____ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by OGB during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid. Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

[Signature]

Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at -----

----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

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Annexure – C Performance Bank Guarantee

(BANK GUARANTEE)

Date

Beneficiary: ODISHA GRAMEEN BANK
Odisha Grameen Bank, Head Office,
AT- Gandamunda, P.O. - Khandagiri
Bhubaneswar – 751030.

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called "the Supplier") has received the purchase Order no. "-----" dated ----- issued by Odisha Grameen Bank (OGB), for ----- (hereinafter called "the Purchase Order").

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to OGB.

At the request of the Supplier, We ----- (name of the Bank, the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its --- branch presently situated at -- ----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of ₹----- (in figures) (Rupees----- (in words) only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with - (Bank Name & Issuing branch address) -----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of ₹----- - (Amount in figures and words).

This bank guarantee is valid up to-----.

The liability of (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of OGB within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations Hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Bhubaneswar shall have exclusive jurisdiction.

OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines)

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Kindly return the original of this Bank Guarantee to----- (Bank & It's Address), upon

- a) its discharge by payment of claims aggregating to Rs----- (Amount in figures & words);
- b) Fulfillment of the purpose for which this Bank Guarantee was issued;
- c) Or, Claim Expiry

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Annexure – D Non-Disclosure Agreement

This Agreement is made and entered on this ----- day of-----, 20__ ("Effective Date") between **Odisha Grameen Bank**, a body corporate constituted under Regional Rural Bank Act- 1976, having its Administrative Office at **Gandamunda, Khandagiri, Bhubaneswar – 751030**, hereinafter called the (Hereinafter referred to as "**OGB**", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns) ;

AND

_____, a company registered in _____ and having its registered office at _____ (Hereinafter referred to as "_____", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term "Disclosing Party" refers to the party disclosing the confidential information to the other party of this Agreement and the term "Receiving Party" means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

OGB and _____ shall hereinafter be jointly referred to as the "Parties" and individually as a "Party".

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between OGB and _____ to perform the considerations (hereinafter called "Purpose") set forth in below:

Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines) as per

RFP _____.

Article 2: DEFINITION

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

Article 3: NO LICENSES

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder

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shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

Article 4: DISCLOSURE

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.
2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.
3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: NON-WAIVER

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No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 9: DISPUTE RESOLUTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Bhubaneswar, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 10: GOVERNING LAW AND JURISDICTION

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Bhubaneswar in India.

Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

This Agreement shall remain valid from the effective date until the termination of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination of this Agreement for a period of five (5) years after the termination of this Agreement.

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or infringe Patent, Copyrights or otherwise discuss or make reference to such other Party in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.
2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.
3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

ODISHA GRAMEEN BANK

TYPE COMPANY NAME



Odisha Grameen Bank
Head Office: Bhubaneswar
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By:

Name:
Designation:

By:

Name:
Designation:

Witness 1:

Witness 2:

Witness 1:

Witness 2:

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Annexure – E (Self Declaration – BLACKLISTING)

To,
The General Manager
Information Technology Department
Odisha Grameen Bank
Head Office, Gandamunda
Bhubaneswar- 751030

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP # OGB/RFP/ITD/ATM/004/2025-26 dated 19-01-2026 REQUEST FOR PROPOSAL (RFP) FOR RATE CONTRACT REQUEST FOR PROPOSAL (RFP) FOR RATE CONTRACT FOR SUPPLY, INSTALLATION AND COMMISSIONING OF ATM/CRM SITES (EXCLUDING THE ATM/CRM MACHINES) UNDER CAPEX MODEL**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

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Annexure – F (Letter of Undertaking)

To,
The General Manager
Information Technology Department
Odisha Grameen Bank
Head Office, Gandamunda
Bhubaneswar- 751030

Dear Sir,

1. We hereby confirm that we agree to all the terms and conditions of the Bid no..... Annexes, amendments made to the RFP _____ without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
4. We also undertake to submit the service level agreement and non-disclosure agreements as per the format provided in the RFP _____.
5. We also declare that our company not under any Bankruptcy or Liquidation process and complies to the law of land. We also understand that; our bid shall be liable for rejection if our declaration if found incorrect.

Dated atthis.....day of.....20__.

Yours faithfully,

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

Enclosed: Power of attorney/Letter of authorization

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ANNEXURE-G [Compliance to Technical Specifications]

1. Technical Specification of AC, Fire extinguisher, Stabiliser and CCTV, Battery, UPS and Bulgar Alarm

	Equipment	SPECIFICATIONS / CONFIGURATION	Complied Yes/No	Approved Make and Comments
A		Air Conditioner		
1	Air Conditioner	The bidder shall provide and install two inverter-based wall split air conditioners of reputed make, each having a minimum capacity of 1.5 tons and conforming to the latest BEE 3-Star energy efficiency rating under 2025 standards. Both units shall be installed as a 100% standby arrangement, with an automatic digital timer or logic controller to ensure alternate operation of the two AC units, thereby maintaining continuous cooling and optimizing energy usage. Each AC unit shall be equipped with a 100% copper condenser coil with anti-corrosion Blue/Gold Fin coating, and the drain pipe length should have proper concealment and pest-resistant material. To safeguard against voltage fluctuations, internal or external servo voltage stabilizers of minimum 3 KVA capacity shall be provided for each AC unit. The air conditioners must support wide ambient operating ranges from 10°C to 50°C, include fast cooling modes, and provide uniform cooling through four-way swing operation. The bidder shall ensure that the units are inverter-driven for consistent cooling and reduced power consumption. A comprehensive onsite warranty of three years on the product and ten years on the compressor, backed by the OEM, shall be provided, along with half-yearly preventive maintenance visits during the comprehensive warranty periods. Preference will be given to models with smart features such as Wi-Fi connectivity and AI-based auto-sensor modes for optimized cooling and remote monitoring capability. Approved makes should be of LG, Samsung, Godrej, Panasonic, Voltas, Hitachi, Blue Star, Daikin, Carrier, Lloyd, Haier.		
2	Timer	Timer provided for AC and signage should be analog and it should not get reset automatically. In case timer get reset automatically, Bidder need to replace the timer free of cost. Analog timer is preferable		
3	Copper Wire	The bidder shall provide copper piping of up to five (5) meters as the standard length for each air conditioning installation. Any requirement for copper piping or cabling beyond this standard length shall be considered additional and will be		

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		chargeable to the Bank at mutually agreed rates prior to execution. The bidder must ensure that all copper piping used is of high quality, corrosion-resistant, and installed in a concealed and secure manner to maintain site aesthetics and safety. Proper insulation of the piping shall be carried out to prevent condensation and energy loss, and all joints must be leak-proof and compliant with industry best practices.		
4		Extra AC copper piping (More than 5mtr)		
5		Extra AC drain piping (More than 5mtr)		
6		Extra AC Power Cable (More than 5mtr)		
B		Fire Extinguisher		
1	Fire Extinguisher	Fire Extinguisher – Hand held 2 Kg Portable Co2 Fire Extinguisher		
2		Each ATM/CRM site shall be equipped with one portable ABC type dry chemical powder fire extinguisher of minimum 4 kg capacity, conforming to latest IS standards and bearing the ISI mark. The extinguisher shall be of stored pressure type with a pressure gauge for easy monitoring, and it must be wall-mounted in a secure and accessible location near the site entrance. The ABC type extinguisher is suitable for Class A fires involving ordinary combustibles, Class B fires involving flammable liquids, and Class C fires involving electrical equipment, thereby ensuring comprehensive protection for ATM/CRM installations. The bidder shall provide warranty and refilling support for a minimum period of five years and ensure that the extinguishers are maintained in good working condition throughout the contract period.		
C		STABILISER (Bidder to factor the cost)		
1	Stabiliser	5KVA Servo stabiliser with input Voltage of 100 Volt and Output voltage of 230 V (compulsory)		
2	Stabiliser	5KVA Servo stabiliser with input Voltage of 140 Volt and Output voltage of 230 V (optional according to sites)		
D		CCTV		
1	CCTV	Each ATM/CRM site shall be equipped with a comprehensive CCTV surveillance system comprising two high-resolution IP cameras of reputed make: one positioned inside the cabin to cover the machine and customer area, and one positioned outside to monitor the entrance and surrounding vicinity. The system shall include a Digital Video Recorder (DVR) or Network Video Recorder (NVR) with a minimum of 4-channel capacity, utilizing H.264/H.265 compression. It must be capable of storing recordings for at least 120 days, equipped		

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		<p>with a minimum 4TB surveillance-grade hard disk drive. A complete monitoring setup consisting of a dedicated Monitor, Keyboard, and Mouse must be provided at each site for efficient local operation.</p> <p>The cameras shall feature at least 2MP resolution with infrared (IR) night vision, wide dynamic range, and vandal-resistant housing to ensure clear recording and protection against tampering. Remote monitoring must be enabled to allow authorized bank officials to access live and recorded footage securely.</p> <p>All cabling shall be structured, concealed, and pest-resistant. The entire system must be integrated with a UPS backup to ensure uninterrupted operation during power outages. The bidder shall provide a comprehensive three-year onsite warranty, including half-yearly preventive maintenance, firmware updates, and replacement of faulty equipment at no additional cost to the Bank.</p> <p>For nearby/onsite branches, the CCTV and monitor to be provided to the desk of Branch Manager instead of the site's backroom.</p> <p>Approved Makes: Bosch, Honeywell, Axis Communications, Panasonic, Godrej Security Solutions, HiFocus, CP Plus, Hikvision, Dahua, Sony, Bosch</p>		
E		UPS, BATTERIES AND BULGAR ALARM		
		Supply, installation, testing, and commissioning of UPS and Batteries system with suitable rating to support ATM/CRM, router, and associated equipment comprising of below:		
1	UPS Type	Online UPS, pure sine wave output, ISI/BIS certified		
2	Capacity	Minimum 1 kVA (to support ATM/CRM, router, and peripherals)		
3	Input Voltage	230V ± 10%, single phase AC		
4	Output Voltage	230V ± 2%, single phase AC		
5	Frequency	50 Hz ± 1 Hz		
6	Backup Time	Minimum 4 hours with full load		
7	Protection Features	Overload, short circuit, surge, low/high voltage, automatic bypass		
8	Display/Indicators	LED/LCD display for input/output voltage, battery status, load, and fault		
9	Battery Type	Sealed Maintenance Free (SMF) type		
10	Battery Capacity	12V, 100 Ah (3 number of batteries as per UPS rating)		
11	Battery Backup	Minimum 4 hours at full load		
12	Battery Housing	Powder-coated rack/cabinet with proper ventilation		
13	Interconnections	Heavy-duty copper cabling with lugs, ferrules, and		

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		proper insulation		
14	Installation Scope	Supply, installation, testing, commissioning, and handing over in working condition		
15	Approved Makes for UPS	Microtek, Numeric, Switching AVO, RS Power		
16	Approved Makes for Batteries	Exide, Amaron		
17	Bulgar Alarm	A burglar alarm system comprising essential components such as a control panel, magnetic door/window sensors, a basic motion detector, a high-decibel siren, a power supply with a battery backup, and a simple communication module (like a GSM dialer) to alert authorities upon a security breach.		

2. Technical Specification of Electrical Equipment:

SI No	Description	Complied Yes/No	Comments, if any
1	Providing and fixing a modular Distribution box comprising of Enclosure of approximate dimensions 600x665x100 mm comprising of		
	Modular DB, approx. dimensions 600 × 665 × 100 mm, powder-coated steel, wall-mounted, lockable, dust & vermin proof.		
	4-pole Earth Leakage Circuit Breaker, 300 mA – 1 no.		
	8 nos. Single Pole MCBs to control		
	8 UPS power sockets		
	4 backup lights		
	UPS power to CRM		
	2 raw power points		
	analog timer		
	2 general lighting points		
	stabilizer output		
	2 CCTV points		
	Double pole MCB – 2 Nos. for input to UPS DB and input for stabilizer.		
	Triple pole MCB –01 no. for input to Power DB		
	Provision to be made for 2 nos. timer switches (1 no for AC and 1 no or signage) 1. Air conditioner timer 2. timer for signage		
	Providing and installing timers as specified above.		
	Three-way connector- 5 nos. (2 no for general lighting, 1 no for emergency light 1 no for signage and 1 no for UPS power to CD)		
Power points – 11 nos. (2nos for ATM/CRM, 2 nos. for NIU, 1 no each for monitor, CCTV camera, text interface, card access, and 2 nos.			

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	spare power points, 1 nos for Bulgar Alarm).		
	Smoke detection system with hooter		
2	Supply & fixing 2 no 25 A DP MCB in MS box & necessary interconnections		
3	Supplying & fixing sub mains using 4 nos. of 6 sq mm & 1 run of 4 sq mm copper wires in 2 mm thick PVC pipe / casing & capping		
4	Supplying & fixing UPS input circuit using 2 runs of 6 sq mm & one run of 4 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe		
5	Supplying & fixing AC power circuit using 2 runs of 4 sq mm & one run of 2.5 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe		
6	Supplying & fixing 20 A industrial plug & socket with 25 A MCB in metal box enclosures		
7	Supplying & fixing 30 A industrial plug & socket with 32 A DP MCB with necessary connections		
8	Supplying & fixing 6 A Universal socket switch modular type with back box		
9	Providing light point wiring controlled by 6 A modular switch controlled by 6A modular switch using 3 runs of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe		
10	Supplying & wiring 2 runs of 2.5 sq mm & one run of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe		
11	Based on earthing electrode with inbuilt copper strip/Gel/GAF based. Should have resistance <1 Ohm and should be <2V between neutral and earth. Suitable electrode be used as per the site requirements. Earth enhanced compound powder (Gel) with hardener to be provided minimum 20Kg per site/ Back Fill / Site Filled compound (BFC/BSC)-100 Kg. Earthing warranty for as per clause-1.6. The electrode should be minimum 60mm dia and 2 meter length. Dedicated earthing for ATM/CRM.		
12	The bidder shall ensure that the UPS, lightning arrestor and other electrical equipments are installed and located appropriately as per the site layout and safety requirements. Proper provision and wiring shall be carried out using 8 SWG copper wire enclosed in high-quality PVC conduit for the VSAT dish installation, ensuring secure connectivity and compliance with industry standards. The wiring shall be concealed, pest-resistant, and insulated to prevent damage, leakage, or interference. All terminations must be neatly executed with appropriate lugs and ferrules, and the installation shall be tested for continuity, earthing, and surge protection before commissioning. The bidder shall guarantee that the arrangement provides reliable performance, safeguards against electrical surges, and supports uninterrupted ATM/CRM operations.		
13	The bidder shall provide and fix four (4) numbers of mirror optic lighting fixtures of reputed make, each of approximate dimensions 12" x 12", complete with high-quality white diffusers to ensure uniform illumination and glare-free lighting inside the ATM/CRM site.		

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	The bidder shall ensure that the fixtures provide adequate brightness for customer convenience and CCTV visibility, while also meeting the latest energy efficiency and safety standards.		
14	Providing & fixing daylight type lights for the above fixtures (2Tube lights/Unit)		
15	Providing & fixing Philips / wipro or equivalent 2' 0" x 2' 0" mirror optic fixtures with white diffusers		
16	Philips or equivalent swivel semi-recessed ceiling mounted spotlight (white round) wipro, Philips or equivalent		
17	Providing & fixing 2" Patti tube light fitting with tube light		
18	Providing & fixing 1 x 11 w CFL mirror optic fixture		
19	Providing Telephone point / jack RJ 11 (Mk, Crabtree or equivalent) for logic type board		
19a	Providing and laying 8 pair telephone cabling in 20 mm diaPVC conduits (Delton / Johnson / Finolex or equivalent) from junction to sockets		
20	Isolation Transformer of latest advanced specification should be given.		

3. Technical Specification of Construction and Civil:

SI No		Construction particulars	Complied Yes/No	Comments, if any
NOTE: All the tiles and granite to be fixed in cement mortar 1:4 and the joints to be filled with nearest matching color cement. Tiling to be finished with scraping and raking the joints and appropriate grouting / jointing material of same shade, if flooring is being done over existing tiles, then approved synthetic resin in appropriate ratio is to be used.				
A.		TILES and FLOORING		
1	Vitrified tiles Flooring 2'x2'	The bidder shall provide and fix joint-free vitrified floor tiles of minimum 9 mm thickness and size 24" x 24", complete with 4" high skirting, all laid in 1:5 cement mortar. The installation shall include proper cutting, finishing, and filling of joints with white cement to ensure a seamless and durable surface. Tiles shall be of reputed make such as Johnson, Bell, Euro, Asian, Nitco, Naveen, Somany, or equivalent approved brand. The shade shall be ivory or any other shade specified by the Bank, ensuring uniform aesthetics across all ATM/CRM sites. The bidder shall ensure that the flooring is level, anti-skid, and resistant to wear and tear, suitable for heavy footfall and ATM/CRM machine load.		
2	PCC	Provide and lay plain cement concrete (PCC) of 4" thickness in the ratio 1:3:6, comprising 1 part cement, 3 parts sand, and 6 parts graded stone aggregate of 40 mm size. Concrete shall be mixed mechanically to ensure uniformity, laid evenly, compacted properly, and finished to a smooth surface. Adequate curing shall be carried out for a minimum of seven days to achieve the required		

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		strength and durability. PCC shall serve as a stable base for flooring and other civil works, ensuring proper load distribution for ATM/CRM installations.		
3	Granite on Steps and Threshold	Providing and fixing 20 mm thick polished granite for treads, complete with bull nosing and three grooves, laid in cement mortar of 1:5 proportion. Joints shall be filled with cement of nearest matching color to ensure a seamless finish. Granite shall be used for steps, risers, external areas, and exterior wall surfaces with grooves, as per site requirements. The color shall be Lavender Blue, Black, Jet Black, or any other shade specified in the Bank's work order. All granite shall be of first quality, machine-cut, polished to a mirror finish, and installed with proper alignment and leveling to achieve durability, aesthetics, and ease of maintenance.		
B		WALL PANNELING, BRICK WORK, LINTEL, SOFFIT AND PARTITIONS		
1	WALL PANELLING FOR CUSTOMER LOBBY	Providing and fixing aluminum composite panel (ACP) in position with framing of aluminum tube sections of minimum 1.5" x 1" size and 18-gauge thickness, placed at 2'-0" center-to-center both ways. ACP shall be supplied in panels of 2' width or distributed equally, fixed to the frame using 3M mirror adhesive or equivalent along with mechanical screws. All joints shall be finished neatly with silicon-based sealant to ensure weatherproofing and durability. ACP thickness shall be minimum 3 mm, with aluminum foil thickness not less than 0.3 mm on both sides. Panels shall be of reputed ISO-certified brands such as Alubond, Eurobond, Fujibond, Alcobond, or equivalent approved make. Additional aluminum sections shall be provided to support the installation of indoor AC units, with both AC units positioned near the ATM/CRM machine area at the highest level for optimal cooling efficiency.		
2	Back Room partition for keeping all electrical work and other equipment inside.	Partition to be constructed for housing UPS along with batteries, IT equipment, servo stabilizers, V-SAT, IDU, and DB panel. Aluminum composite panel (ACP) shall be provided and fixed in position with framing of aluminum tube sections of minimum 1.5" x 1" size and 18-gauge thickness, placed at 2'-0" center-to-center both ways. ACP shall be supplied in panels of 2' width or distributed equally, fixed to the frame using 3M or equivalent adhesive along with mirror screws. All joints shall be finished neatly with silicon-based sealant. ACP thickness shall be minimum 3 mm, with aluminum foil thickness not less than 0.20 mm. ACP shall be provided only on the ATM/CRM side with minimum thickness of 3 mm. Panels shall be of reputed ISO-certified brands such as Alubond, Alex, Eurobond, Fujibond, Alcobond, or equivalent approved make, with shades finalized as per Bank's approval. An ACP door of size 2'-0" x 6'-6" shall be fabricated with aluminum frame, fitted with a mortise key lock of Godrej make or equivalent. The keyhole shall be finished with screw cover. The rear side of the partition shall be finished		

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		with 6 mm thick ISI-marked commercial ply, coated with primer and two coats of enamel paint. Partition shall be constructed up to false ceiling height, with main aluminum members extended up to ceiling height or back wall for proper support at 4'-0" center-to-center spacing. For the back room, an ordinary battery stand shall be provided for keeping batteries.		
3	Air conlouveres for the partition/ cabinet	Providing and fixing 6" powder-coated aluminum louvers of approved color in the partition above flush door height, centrally located. Louvers shall be of minimum size 4'-0" in length and 0'-6" in height, designed to facilitate ventilation by allowing hot air from the back room to escape outside while enabling circulation of cooled AC air inside the back room. Louvers shall be fabricated from durable aluminum sections, powder-coated for corrosion resistance, and securely fixed in position with proper alignment. Installation shall ensure smooth airflow, aesthetic finish, and compliance with site requirements.		
C		FALSE CEILING (600mm x 600 mm GI metal sheet)		
1		False ceiling to be provided using GI tiles, plain metal sheet type (Armstrong, Interarch, or equivalent approved make), of size 600 mm × 600 mm, non-perforated, fabricated from 0.5 mm galvanized steel with powder-coated finish. GI sections shall be used for the grid suspension system, ensuring proper alignment and stability. Cut-outs shall be made wherever required to accommodate lighting fixtures, air-conditioning ducts, cctv, bulgar alarm and other service installations. The false ceiling shall be installed in both the customer lobby and the back room, up to the specified height, with a neat and uniform finish.		
2		Providing cut-outs in false ceiling and wall surfaces wherever required for installation of lighting fixtures. Cut-outs shall be made to precise dimensions, ensuring proper alignment, neat finish, and smooth edges. All openings shall be reinforced as necessary to maintain ceiling strength and aesthetics.		
D		MAIN ENTRANCE		
1	Entrance Door	Providing and fixing 8 mm thick glazed entrance door with powder-coated, standard medium-gauge aluminum frame (85–100 mm wide at top and bottom). Door shall be fitted with anti-shatter film, floor spring of reputed make, and lock of reputed make. Customized handles shall be provided, two in number, each of 1 inch diameter and 1 ft 6 inch length, fixed on both sides without drilling the glass. Necessary etching shall be carried out only on the middle portion of the glass, with transparent letters displaying "Odisha Grameen Bank" and "Cash Recycler Machines" as per approved drawings. No etching shall be done on the top or bottom portions of the glass. Glass shall be of Saint-Gobain, Modi Float, or equivalent approved make, ensuring durability, safety, and aesthetics.		

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2	Glass Partition	Providing and fixing 8 mm thick clear glass set in powder-coated aluminum frame of approximately 85 mm width. Glass shall be laminated with clear anti-shatter film on one side to enhance safety and durability. Necessary etching shall be carried out on the glass as per Bank's approved design, ensuring a neat and uniform finish.		
E		Display Unit and Notice Board		
1	Notice Board	Providing and fixing soft board with 9 mm thick ISI-marked commercial ply backing, covered with fabric of not less than 180 GSM per meter. The board shall be finished with teak wood (TW) molding on all sides, ensuring durability, neat appearance, and proper alignment. Installation shall be carried out securely at the designated location, with smooth surface finish suitable for pinning notices and displays.		
2	Poster Frames	Providing and fixing a complete Visual Merchandising set in the ATM/CRM room of approximately 10' × 10' size. The set shall include customized branded information panels and poster frames of standard sizes, designed to display Bank-approved marketing and customer information. Panels and frames shall be fabricated from durable materials with neat finishing, securely fixed at designated positions to ensure visibility, aesthetics, and ease of replacement. Branding elements shall conform to the Bank's approved design guidelines, ensuring uniformity across all sites.		
3	Glow Sign Board	Printing, supply and installation including providing & fixing structural steel frame made of MS Square pipe of 1"×1", red oxide primer with tow coat of synthetic enamel painting, providing and fixing 28 guage powder coated ms sheet top, bottom & sides, echo solvent printing signage/hoarding. Size 6X4 sqft Warranty - 3 years in LED light 5 years in flex Warranty certificates issued by the principal shall be submitted to the Bank for record and compliance.		
4	LolyPop	The exact location shall be finalized as per site construction. The sign board shall be fixed either to the wall, positioned perpendicular to the main sign board, or mounted separately on a pole, depending on the location of the ATM/CRM, to ensure better visibility. Providing and fixing 18" Dia Round shape lollop glow sign backlit light provision with customised flex printing of both side and fixing with fastner in wall and floors with necessary fixtures and fitting etc. Size – 2X2 Warranty - 3 years in LED light 5 years in flex		
F		Shutter and Shutter Boxing		
1		Providing and fixing MS rolling shutter (without box) and MS rolling grills with box or enclosures, complete with necessary locking arrangements to secure both in closed and open positions. All components shall be fabricated from standard mild steel sections, properly aligned for		

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		smooth operation. Surfaces shall be finished with one coat of primer followed by two coats of synthetic enamel paint of approved shade (Asian, Berger, or equivalent). The work shall be executed strictly as per approved drawings and instructions of the Architect/Bank, ensuring durability, security, and neat appearance. Measurement shall be taken in square feet of installed area.		
2	ACP Shutter Boxing	Providing and fixing Aluminium Composite Panel (ACP) in position with framing of aluminum tube sections of minimum size 1.5" × 1" and thickness 18/20 gauge, placed at 2'-0" c/c both ways. ACP sheets shall be of minimum 3 mm thickness with aluminum foil backing of not less than 0.20 mm. Panels shall be fixed using mirror screws, and all joints shall be finished with silicon-based sealant to ensure durability and neat appearance. ACP shall be distributed uniformly and installed in approved shades as per Bank's design guidelines. Only ISO-certified brands such as Alubond, Alex, Eurobond, Fujibond, Alcobond, or equivalent shall be used. Trap door shall be fabricated from 12 mm BWP (Boiling Water Proof) ISI-marked phenol bonded 303 ply, finished with ACP. Front side cladding, including vertical trapdoor to conceal shutter guide rail and access lock pillar, shall also be finished on 12 mm 303 BWP (ISI-marked phenol bonded) ply board with ACP finish, ensuring uniformity and aesthetics.		
3		Providing and fixing MS stands for installation of A.C. exterior unit, securely anchored to walls with appropriate fasteners. Stands shall be fabricated from standard mild steel sections of adequate strength to safely bear the load of the unit. All surfaces shall be finished with one coat of primer followed by two coats of synthetic enamel paint of approved shade, ensuring durability, corrosion resistance, and neat appearance. Installation shall be carried out as per approved drawings and instructions of the Architect/Bank.		
4		Providing and fixing protective caging for external A.C. units, UPS and Batteries fabricated from standard mild steel sections of adequate strength, as applicable to site conditions. The cage shall be securely anchored to walls or floor, designed to allow proper ventilation and maintenance access while preventing unauthorized tampering or damage. Note: caging will be done for the UPS and Batteries in the backroom of the ATM/CRM site.		
5		Providing and fixing Access Lock Pillar of size 6" × 6" × 7' (approx. 14 sq. ft.), fabricated from 19 mm ISI-marked BWP (Boiling Water Proof) phenol bonded ply. The pillar shall be finished with approved blue laminate on all exposed surfaces, ensuring durability, neat appearance, and conformity with Bank's branding guidelines. Measurement shall be taken in square feet of finished surface area.		
G		OPTIONAL ITEMS		

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1	Demolition of BRICK Wall	Demolition of existing floor tiles, chipping of stone flooring including disposal of rubbish. Rate includes demolition of any type of RCC item.		
2	Demolition of flooring	Demolition of existing half brick walls including disposal of rubbish. Rate includes demolition of any type of RCC item.		
3	Floor filling	Elevating internal floor level to match exterior floor level, wherever required, by filling with sand, brick, stone, and stone ballast. The work shall include proper compaction, levelling, and finishing to achieve uniformity and durability. Measurement shall be taken per cubic foot of executed filling. All works shall be carried out as per approved drawings and instructions of the Architect/Bank.		
4	9 " brick wall Construction	Providing and constructing brick wall approximately 9" thick, set in proper plumb and line, using cement mortar in the proportion 1:4. The work shall include raking of joints and application of 12 mm thick cement plaster in 1:4 mortar on both sides, finished with a rough texture. All surfaces shall be properly cured to ensure durability. The wall shall be constructed only for partition purposes and shall not be of load-bearing type.		
5	Cement Plaster (Material & Labour)	Providing and applying 12 mm thick cement plaster in cement mortar (1:4), finished in proper line and level, including curing. Work shall be executed assuming single wall construction and shall be subject to site specifications and instructions of the Architect/Bank.		
6	POP Punning on wall in case paneling not done	Providing and applying plaster of Paris (POP) punning of average thickness 5 mm over plastered wall surfaces, finished in proper line and level. Work shall be executed only in the back room area, ensuring smooth and even surfaces suitable for subsequent finishing. All works shall be carried out as per approved drawings and instructions of the Architect/Bank.		
7	Back Room Shelf (in case back room is constructed)	Providing and fixing compact equipment shelf in back room of size approximately 3'-6" × 1'-6", fabricated with ACP sheet on aluminum tube sections (1" × 1.5"), fixed on three sides or flush into the wall as per site. The shelf shall accommodate UPS and networking equipment; batteries shall be placed on a separate floor-standing rack of approx. 2'-0" × 1'-6", 2-3 tiers, with adequate ventilation, load-bearing capacity, and safe cable routing. Installation as per approved drawings and Architect/Bank instructions.		
8	Cement Based Paint	Providing and applying cement-based external paint of approved make (Apex Ultima or equivalent) on exterior wall surfaces. The work shall include thorough surface preparation, application in proper line and level, and curing as required to ensure durability and weather resistance. Paint shall be applied strictly as per manufacturer's specifications and instructions of the Architect/Bank.		
9	Enamel Paint on metal and wooden	Providing and applying three coats of enamel paint of approved make, quality, and shade on metal or wooden surfaces (e.g., rolling shutters). Work shall include thorough scraping, cleaning, and leveling of the surface, application		

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	surface.	of one coat of approved quality primer, and finishing with three coats of enamel paint to achieve a smooth and uniform finish. All scaffolding required shall be included in the scope. The work shall be executed to the satisfaction of the Engineer-in-Charge/Architect/Bank.		
10	External paving outside of room etc.	Providing and fixing chequered paving tiles in cement mortar (1:5), laid in proper line and level. The work shall include necessary surface preparation, setting, joint finishing, and curing to ensure durability, uniformity, and neat appearance. Installation shall be carried out strictly as per approved drawings and instructions of the Architect/Bank.		
11	Mains cabling / wiring	Providing and laying 4-core, 10 sq. mm copper cable of ISI-marked make. The cable shall be laid either underground in heavy-duty PVC/HDPE conduit with proper covering and protection, or surface-mounted on wall with suitable saddling and clamping at regular intervals. Work shall include excavation (where required), backfilling, alignment, and all accessories necessary to ensure safe installation, durability, and compliance with electrical standards. Execution shall be carried out as per approved drawings and instructions of the Engineer-in-Charge/Architect/Bank.		
12	Power Wiring for UPS, Acs, CCTV, Bulgar Alarm.	Providing and installing power point wiring with earth, using 2.5 sq. mm PVC insulated copper multistrand flexible wire, drawn through concealed heavy-duty PVC conduit. The work shall include supply and fixing of 5/15 A modular switch, socket, back box, and plate, complete in all respects. Points shall be provided for AC, Bulgar Alarm, ATM/UPS input and output, telephone, and router, with one additional spare point. Installation shall be carried out in proper line and level, including testing and commissioning, as per approved drawings and instructions of the Engineer-in-Charge/Architect/Bank. Note: For nearby/onsite branches, the CCTV and monitor to be provided to the desk of Branch Manager instead of the site's backroom.		
13	Rolling shutter	P/F rolling shutter of 20 gauge MS sheet, including floor locks, guide rail, first quality enamel paint colour (minimum 2 coats) complete in all respects. Providing and fixing rolling shutter fabricated from 20-gauge MS sheet, complete with floor locks, guide rails, and all necessary fittings. The shutter shall be finished with one coat of approved quality primer and a minimum of two coats of first-quality enamel paint of approved shade, applied uniformly for durability and neat appearance. The work shall be executed in proper line and level, including all accessories, and completed in all respects as per approved drawings and instructions of the Engineer-in-Charge/Architect/Bank.		
14	Data Cabling	Providing and laying data cabling with CAT-5E cable of approved make, drawn through concealed heavy-duty		

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		PVC conduit. The work shall include proper routing, saddling/clamping where required, termination at both ends with RJ-45 connectors, and testing for continuity and performance. Installation shall be carried out in line and level, ensuring neatness, durability, and compliance with site specifications and instructions of the Engineer-in-Charge /Architect/Bank.		
15	Information out let	Providing and fixing RJ-45 I/O socket, AT&T compatible, complete with modular back box and front plate. The work shall include proper termination of data cable, secure mounting, and alignment in line and level. Installation shall be carried out as per manufacturer's specifications and instructions of the Engineer-in-Charge/Architect/Bank, ensuring durability, neat finish, and reliable connectivity.		
16	Patch Cord	Providing and supplying patch cord of 5 feet length, factory-moulded on both sides with RJ-45 connectors. The patch cord shall be of approved make, CAT-5E/CAT-6 compliant, tested for continuity and performance, and suitable for use in ATM/CRM networking equipment. Delivery and installation shall be completed in all respects as per instructions of the Engineer-in-Charge/Architect/Bank.		
17	Conduiting for VS at / leased lines for off Site	Providing and fixing 25 mm dia, 2 mm thick PVC conduit of ISI-marked make, complete with saddling at regular intervals for secure connectivity. The work shall include proper alignment, fixing, and finishing to ensure durability, neatness, and compliance with electrical standards. Installation shall be carried out in line and level, as per approved drawings and instructions of the Engineer-in-Charge/Architect/Bank.		

Note: The bidder shall necessarily indicate the name of the brand while submitting the proposal along with detailed specifications offered. The main cabling from the meter to the ATM/CRM site shall consist of 4 sq. mm copper cable per meter and 10 sq. mm copper cable per meter, as required. Light fittings for poster frames shall be wall-mounted flexible gooseneck spotlights or equivalent, with built-in transformer, 12V, 35W, of approved make such as Havells, Crompton, Philips, Bajaj, or Wipro, or equivalent, with two numbers suggested for wall posters.

We confirm compliance of all technical Specifications without any deviations

Signature of the Bidder

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ANNEXURE- H [Price Schedule of Hardware, equipment and TIS]

Price Schedule Annexure-H [Part-1]- Table-A				
Sl No	Item Description(A)	Qty (B)	Price/Unit (C)	Total cost(D)= (B*C)
1	Complete Site Preparation work which includes all the civil work including Paneling, ceiling, etc.	150		
2	Fire Extinguishers As per Annexure- G	150		
3	5 KVA servo Stabilizer with input voltage range of 90V and output of 230V.	150		
3	5 KVA Stabilizer with input voltage range of 140V and output of 230V.	150		
Total Cost				

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

Price Schedule Annexure-H [Part-1]- Table-B				
Sl No	Item Description	Qty[A]	Unit Cost [B]	Total Cost [C=BxA]
1	Including Isolation Transformer as per Annexure-G.	150		
2	All electrical items including DB board as per Annexure-G.	150		
3	2 Air Conditioners of 1.5 Ton capacity- for each location as per Annexure- G	150*2		
4	CCTV as per Annexure-G.	150*2		
5	UPS as per Annexure-G.	150		
6	Batteries as per Annexure-G.	150*3		
7	Bulgar Alarm	150		

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8	Chemical Earthing as per Annexure-G	150		
9	2 analog timers (1 set). One for AC and other should be for Signage and Lollypop as per RFP as per Annexure-G.	150		

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

Notes:

- The price schedule mentioned in the commercial bid format is structured based on the technical details and specifications outlined in Annexure G.
- If a discrepancy exists between the unit price and the total price (calculated by multiplying the unit price by the quantity), the unit price shall prevail, and the total price will be corrected. An exception is made if the resulting corrected figure is higher than the original total price submitted by the bidder, in which case the lower figure may be accepted. Bids that do not accept this correction process will be rejected.
- The Bank reserves the right to waive any minor infirmity, non-conformity, or irregularity in a bid that does not constitute a material deviation from the RFP requirements, provided that such a waiver does not prejudice or affect the relative ranking of any other bidder.
- The Bank may order the selected bidder to perform shifting or repair services for existing (old) ATM sites provided by other vendors. This includes the repair/relocation of TIS components, AC, CCTV, sign boards, and other equipment (excluding the core CRM/CD/ATM unit), using the unit price list established in this RFP.

Place.

Date:

AUTHORISED SIGNATORY

Name:

Designation:

Price Schedule Annexure-H [Part-2]						
LIST OF ITEMS REQUIRED FOR INFRASTRUCTURE CREATION OF PROPOSAED ATM SITE FOR ODISHA GRAMEEN BANK						
SNo	Element	size or unit (a)	Nos or Unit	price as per size or unit (b)	ATM/CRM site Qty (c)	Total Amount (d = b*c)
A.	TILES and FLOORING					
1	Installation and fixing of joint-free vitrified tile flooring, minimum 9 mm thick and 24"x24" in size (with 4" skirting), is required; installation must use 1:5 cement mortar with white cement finishing, utilizing approved tile makes (Johnson/Bell/Euro/Asian/Nitco/Naveen/Somani or equivalent) in an Ivory shade or as specified by the Bank.	100	Sq. ft		150	

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2	Plain Cement Concrete (PCC) of 4" thickness (1 cement: 3 sand: 6 graded stone aggregate 40mm) is to be provided and laid, including the necessary curing process.	100	Sq. ft		150	
3	Installation and fixing of 20 mm thick polished granite is required for treads (with bull nosing and three grooves), steps, risers, and external/interior wall surfaces with grooves; all granite must be fixed in 1:5 cement mortar and joints filled with matching color cement, using Lavender Blue, Black, Jet Black, or another color specified in the Bank's work order.	100	Sq. ft		150	
B	WALL PANNELING, BRICK WORK, LINTEL, SOFFIT AND PARTITIONS					
1	Installation and fixing of Aluminium Composite Panel (ACP) is required using minimum 1.5"x1" 18-gauge aluminium tube framing at 2'-0" C/C both ways, with panels (minimum 2' width, minimum 3mm ACP thickness, minimum 0.20mm aluminium foil thickness on both sides) secured using 3M mirror or equivalent adhesive and screws, finished with silicon sealant joints; approved brands include Alubond, Eurobond, Fujibond, Alcobond or equivalent ISO certified/approved brands, with additional framing provided to support indoor AC units installed near the machine area at the highest possible position.	100	Sq. ft		150	
2	A secured enclosure for housing the UPS with batteries, IT equipment, servo stabilizers, V-sat IDU, and DB panel must be constructed using Aluminum Composite Panels (ACP) with minimum 1.5"x1" 18-gauge aluminum tube framing at 2'-0" c/c both ways; the ACP (minimum 3mm thickness, 0.20mm foil thickness, approved brands like Alubond/Alex/Eurobond/Fujibond/Alcobond) must cover only the ATM side in 2' width panels (secured with 3M adhesive/mirror screws/silicon sealant joints) up to the false ceiling height, incorporating a 2'-0" x 6'-6" ACP door with a Godrej mortise key lock, while the partition's backside is finished with 6mm ISI mark commercial ply with primer and two coats of enamel paint, and an ordinary battery stand is provided for the back room that should be able to fix the UPS and the 3 Batteries as per RFP specifications.	1	Nos		150	
3	Installation and fixing of 6" powder-coated aluminum louvers of an approved color is required over the flush door height in the partition, with a minimum size of 4'-0" long and 0'-6" high in the center, designed for ventilation of hot air from the back room to the outside and circulation of cooled AC air inside the back	1	Nos		150	

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	room.					
4	An ISI-marked commercial ply flush door (thickness matching the partition requirements) is to be installed for the back room (for locations where a guard partition is created), complete with hinges, an embedded lock, and a handle on the inside.	1	Nos		150	
C	FALSE CEILING (600mm x 600 mm GI metal sheet)					
1	Installation of a false ceiling using plain, non-perforated GI metal sheet tiles (Armstrong, Interarch, or equivalent) of size 600mm x 600mm and 0.5 mm galvanized steel thickness with a powder-coated finish is required in both the customer lobby and the back room, utilizing a standard GI grid suspension system and including necessary cut-outs for accommodating lighting fixtures.	70.00	Sq. ft		150	
2	Providing cut-outs in false ceiling and wall surfaces wherever required for installation of lighting fixtures. Cut-outs shall be made to precise dimensions, ensuring proper alignment, neat finish, and smooth edges. All openings shall be reinforced as necessary to maintain ceiling strength and aesthetics.	2	Nos		150	
D	MAIN ENTRANCE					
1	Installation and fixing of an 8 mm thick glazed entrance door is required, featuring a powder-coated standard medium gauge aluminum frame (85-100 mm wide top and bottom), anti-shatter film, a reputed make floor spring and lock, and customized 1-inch diameter handles (1ft 6 inch long on two sides without drilling); the middle portion of the Saint Gobain, Modi float, or equivalent glass will have etching with the transparent letters "Odisha Grameen Bank" and "ATM/CD" as per drawings, with the top and bottom areas remaining unetched.	20	Sq. ft		150	
2	Installation and fixing of 8 mm thick clear glass is required, utilizing an approximately 85 mm wide powder-coated aluminum frame; the glass must be laminated with a clear anti-shatter film on one side and feature necessary etching.	30	Sq. ft		150	
E	Display Unit and Notice Board					
1	Fixing of a soft board with a 9 mm thick plywood backing and fabric (not less than 180 GSM), complete with Teak Wook molding, is required.	1	Nos		150	
2	Providing Visual Merchandising set with customized branded information panel, Poster	1 Set	Nos		150	

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	frames (4 units) of standard sizes for CD/CRM room of 10'x10' approx. room size.					
3	<p>Printing, supply and installation including providing & fixing structural steel frame made of MS Square pipe of 1'x1', red oxide primer with tow coat of synthetic enamel painting, providing and fixing 28 guage powder coated ms sheet top, bottom & sides, echo solvent printing signage/hoarding. Size 6X4 sqft Warranty - 3 years in LED light 5 years in flex Warranty certificates issued by the principal shall be submitted to the Bank for record and compliance. The exact location shall be finalized as per site construction. The sign board shall be fixed either to the wall, positioned perpendicular to the main sign board, or mounted separately on a pole, depending on the location of the ATM/CRM, to ensure better visibility. Providing and fixing 18" Dia Round shape lollop glow sign backlit light provision with customised flex printing of both side and fixing with fastner in wall and floors with necessary fixtures and fitting etc. Size – 2X2 Warranty - 3 years in LED light 5 years in flex</p>	1	Nos		150	
F	Shutter and Shutter Boxing					
1	MS rolling shutter (without box) Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of synthetic enamel paint over a coat of primer etc complete all as per drawings & instructions of the Architect /Bank (Asian/ J&N / Berger or equivalent) (Sq. Ft.)	60	Sq. ft		150	
2	Installation and fixing of Aluminium Composite Panel (ACP) is required using minimum 1.5"x1" 18/20 gauge aluminum tube framing everywhere at 2'-0" c/c both ways, secured with mirror screws and finished with silicon-based sealant in joints; the ACP (minimum 3mm thickness, minimum 0.20mm aluminum foil thickness, approved brands like Alubond/Alex/Eurobond/Fujibond/Alcobond) should be distributed equally and shaded as per the bank's approval, while a trap door and front side cladding (to hide the shutter guide rail and access lock pillar) must use 12mm BWP ISI Mark phenol bonded 303 ply finished with ACP.	150		S.ft		
3	Providing & fixing MS Stands for A.C exterior unit	2	Nos		150	

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	fixed to walls, painted with enamel paint					
4	Providing and fixing caging to the external AC units as applicable	2	Nos		150	
5	Access Lock pillar – 6" x 6"x 7' box (14 sqft) to be done with 19 mm ply finished with blue laminate Sq. Ft.)	10	Sq. ft		150	
G	OPTIONAL ITEMS					
1	Demolition of existing floor tiles and chipping of stone flooring is required, including the disposal of all rubbish; the rate quoted for this work includes the demolition of any associated RCC items.	50	Sq. ft		150	
2	Demolition of existing half-brick walls is required, including the disposal of all rubbish; the rate quoted for this work includes the demolition of any associated RCC items.	50	Sq. ft		150	
3	Elevation of the internal floor level to match the exterior floor level, wherever required, is to be achieved using sand, brick, stone, and stone blast materials (priced per cubic foot).	50	Sq. ft		150	
4	Construction of an approximately 9" thick brick wall (non-load bearing, for partition purposes only) is required, built plumb and inline using 1:4 cement mortar, including racking and subsequent application of 12 mm thick rough-finished cement plaster (1:4 ratio) on both sides, complete with necessary curing.	20	Sq. ft		150	
5	A 12 mm thick cement plaster in 1:4 cement mortar is to be applied and cured in line and level, assuming only one wall construction and subject to specific site requirements.	20	Sq. ft		150	
6	Application of plaster of Paris (POP) punning with an average thickness of 5 mm on plastered wall surfaces is required, applied in line and level only within the back-room area.	20	Sq. ft		150	
7	A shelf measuring 3'-0"x1'-6" is to be installed in the back room for keeping the router and other critical equipment; it must feature an ACP sheet on a 1"x1.5" aluminum section frame on all three sides or be installed flush into the wall in the center.	1	Nos		150	
8	Application of cement-based external paint (Make: Apex Ultima) is required on exterior walls, complete with proper curing.	50	Sq. ft		150	
9	Application of three coats of approved quality and shade enamel paint is required on any metal or wooden surface (e.g., rolling shutter), following a surface preparation including scraping, leveling, and application of an approved quality best primer coat, all to the satisfaction of the engineer/incharge, and complete with any necessary scaffolding.	50	Sq. ft		150	
10	Fixing of chequered paving tiles in 1:5 cement	20	Sq. ft		150	

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	mortar, applied in line and level, is required.					
11	Laying and burying 4-core, 10 sq mm copper cable of ISI make is required, either buried under soil within conduit or laid on walls with proper saddling and clamping.	10	meter		150	
12	Power point wiring with earth is required using 2.5 sq mm PVC copper multistrand flexible wire, all pulled through concealed PVC conduit inclusive of a 5/15 A switch, socket, back box, and plate for all required connections (AC, ATM, UPS input/output, telephone, and router, plus one extra).	1	set		150	
13	Installation and fixing of a rolling shutter made of 20 gauge MS sheet is required, including floor locks, guide rails, and a complete finish with at least two coats of first-quality enamel paint.	50	Sq. ft		150	
14	Data cabling with CAT 5E cable with conduiting	5	meter		150	
15	Provision of RJ-45 I/O Socket AT & T compatible with back box and plate.	1	Unit		150	
16	Provision of 5 feet long patch cord (both side moulded RJ 45 connector.	5	meter		150	
17	Providing and fixing of 25 mm dia PVC 2mm thick conduit of ISI make with saddling complete for connectivity.	1	feet		150	

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

Price Schedule Annexure-H [Part-3]						
SI No	Item Description(A)	size or unit (a)	Nos or Unit	price as per size or unit (b)	ATM/CRM site Qty (c)	Total Amount (d = b*c)
A	For Air conditioning, CCTV and Batteries works					
1	Fixing and installation of two reputed make, 1.5-ton split ACs (STAR-3 BEE Star Label rated) is required as a 100% standby unit system, including an analog timer unit for alternate operation, with copper/drain pipe lengths not exceeding 5 Mtr., and a 3 KVA servo voltage stabilizer provided as per requirements.	1	Set		150	
2	Timer provided for AC and signage should be analog and it should not get reset automatically. In case timer get reset automatically, Bidder need to replace the timer free of cost. Analog timer is preferable	1	Set		150	
3	Extra AC copper piping (More than 5mtr)	1	Mtr		150	

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4	Extra AC drain piping (More than 5mtr)	1	Mtr		150	
5	Extra AC Power Cable (More than 5mtr)	1	Mtr		150	
6	Fixing and installation of two CCTV at each ATM/CRM Site	1	Set		150	
7	Fixing and installation of UPS at each ATM/CRM Site	1	Qty		150	
8	Fixing and installation of Batteries at each ATM/CRM Site	3	Qty		150	
9	Fixing and installation of Bulgar Alarm at each ATM/CRM Site	1	Qty		150	
B Fire Extinguisher						
1	Fire Extinguisher – Hand held 2 Kg Portable Co2 Fire Extinguisher (ABC type of Fire extinguisher should be provided)	1	Qty		150	
C STABILSER (Bidder to factor the cost)						
1	5KVA Servo stabiliser with input Voltage of 100 Volt and Output voltage of 230 V(compulsory)	1	Qty		150	
2	5KVA Servo stabiliser with input Voltage of 140 Volt and Output voltage of 230 V(optional, according to the sites)	1	Qty		150	

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

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Price Schedule Annexure-H [Part-4]						
SI No	Item Description(A)	size or unit (a)	Nos or Unit	price as per size or unit (b)	ATM/CRM site Qty (c)	Total Amount (d = b*c)
A.	MANDATORY ITEMS - ELECTRICAL					
1	<p>1 Providing and fixing a modular Distribution box comprising of Enclosure of approximate dimensions 600x665x100 mm comprising of</p> <ul style="list-style-type: none"> * 4 pole ELCB 300 MA – 1 no * 7 nos. Single Pole MCBs to control * 8 nos. UPS power sockets * light through backup power (4nos) * UPS/Batteries power to ATM/CRM * 2 nos. Raw power sockets * Digital timer 2 nos. General Lighting and Stabilizer output, AC <ul style="list-style-type: none"> • Double pole MCB – 2 Nos. for input to UPS DB and input for stabilizer. • Triple pole MCB –01 no. for input to Power DB • Provision to be made for 2 nos. timer switches (1 no for AC and 1 no or signage) • Air conditioner timer will be charged extra under the item as applicable • Providing and installing Digital timer for signage • Three way connector- 5 nos. (2 no for general lighting, 1no for emergency light 1 no for signage and 1 no for UPS power to ATM/CRM) • Power points – 12 nos. (2nos for ATM/CRM, 2 nos. for NIU, 1 no each for 1 monitor, camera, text interface, card access, and 4 nos. spare power points). • Smoke detection system with hooter 	1	unit(Set)		150	
2	Supply & fixing 2 no 25 A DP MCB in MS box & necessary interconnections	1	unit(Set)		150	
3	Supplying & fixing sub mains using 4 nos. of 6 sq mm & 1 run of 4 sq mm copper wires in 2 mm thick PVC pipe / casing & capping	5	Mtr		150	
4	Supplying & fixing UPS input circuit using 2 runs of 6 sq mm & one run of 4 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe	5	Mtr		150	

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5	Supplying & fixing AC power circuit using 2 runs of 4 sq mm & one run of 2.5 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe	8	Mtr		150	
6	Supplying & fixing 20 A industrial plug & socket with 25 A MCB in metal box enclosures	4	set		150	
7	Supplying & fixing 30 A industrial plug & socket with 32 A DP MCB with necessary connections	1	set		150	
8	Supplying & fixing 6 A Universal socket switch modular type with back box	2	set		150	
9	Providing light point wiring controlled by 6 A modular switch controlled by 6A modular switch using 3 runs of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe	4	No		150	
10	Supplying & wiring 2 runs of 2.5 sq mm & one run of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe	8	Mtr.		150	
11	Based on earthing electrode with inbuilt copper strip/Gel/GAF based. Should have resistance <1 Ohm and should be <2V between neutral and earth. Suitable electrode be used as per the site requirements. Earth enhanced compound powder (Gel) with hardener to be provided minimum 20Kg per site/ Back Fill / Site Filled compound (BFC/BSC)-100 Kg. Earthing warranty for 3 years. The electrode should be minimum 60mm dia and 2 meter length. Dedicated earthing for ATM. <ul style="list-style-type: none"> • For UPS, ATM/CRM and Lightening arrestor to be located as per site location Providing & wiring with 8 SWG Copper wire in PVC conduit for VSAT Disc. • Providing & fixing of reputed make, 12" x 12" mirror optic fixtures with white diffusers Total:4 • Providing & fixing daylight type lights for the above fixtures (2Tube lights/Unit) • Providing & fixing Philips / wipro or equivalent 2' 0" x 2' 0" mirror optic fixtures with white diffusers • Philips or equivalent swivel semi-recessed ceiling mounted spotlight (white round) wipro, Philips or equivalent • Providing & fixing 2" Patti tube light fitting with tube light • Providing & fixing 1 x 11 w CFL mirror optic fixture 	1	unit(Set)		150	
12	Providing Telephone point /jack RJ 11 (Mk, Crabtree or equivalent) for logic type board	1	unit(Set)		150	
13	Providing and laying 8 pair telephone cabling in 20 mm dia PVC conduits (Delton / Johnson / Finolex or equivalent) from junction to sockets	1	unit(Set)		150	
14	Isolation Transformer of latest advanced specification should be given.	1	unit(Set)		150	
15	Main cabling from Meter to ATM/CRM site 6 mm square per meter.	5.00	Feet		150	

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TOTAL MANDATORY ITEMS - ELECTRICAL					
B.	OPTIONAL ITEMS - ELECTRICAL				
1	Main Cabling from ATM/CRM site 10 mm square per meter Approved makes Wire – Finolex or equivalent Switches - MK, Havells, Crabtree, Anchor Roma or equivalent Distribution board - MDS, Indo Asian or equivalent Fixtures - Wipro, Philips, Crompton or equivalent	5.00	Feet		150
2	Deinstallation and Installation of DB Box and other Electrical Fixture from exiting ATM/CRM Site to New Proposed Site	1.	Lum Sum		150
TOTAL OPTIONAL ITEMS - ELECTRICAL					

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

Price Schedule Annexure-H [Part-5/5]

SI No	Item Description(A)	Rate	Approved Make
A	Spare parts of AC indoor Unit		
1	Front Grille Guard		
2	Grille Guard Clip		
3	Grille Guard Face Panel		
4	Small Handle		
5	Outdoor unit Fan Blade		
6	Outdoor unit Motor		
7	Motor Support		
8	Outdoor unit Base		
9	Air conditioner Compressor		
10	Partition Board		
11	Air conditioner Condenser		
12	Outdoor unit Top Panel		
13	Outdoor unit Back Net		
14	Electric Installation Board Assembly		
15	Outdoor unit Large Handle		
16	Outdoor unit Right Panel		
17	Low-Pressure Valve		
18	High-Pressure Valve		
19	Valve Installation Panel		
B	Spare parts of AC exterior Unit		
20	Base		
21	Cross Flow Fan Axletree		
22	Cross Flow Fan		
23	Cross Flow Fan Fixed Plate		
24	Electric Heater		
25	Evaporator Assembly		
26	Room Temperature Sonde Frame		
27	Louver		

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28	Outlet Part		
29	Screw Cover		
30	Middle Frame		
31	Filtering Net		
32	Face Plate		
33	Step Motor		
34	Armor Tubing		
35	Plate		
36	Motor Cabinet		
37	Motor Platen		
38	Motor		
39	Electric Box Small Cover plate		
40	Electric Box Cover		
41	Electric Control Plate		
42	Electric Box		
43	Press Tube Plate		
44	Wall-Mounting Frame		
45	Remote Controller		
C	Spare parts of CCTV		
46	Camera Unit (Dome/Bullet/Turret)		
47	Camera Mount/Bracket		
48	Camera Shroud/Housing		
49	Infra-Red (IR) LED Module		
50	Pigtail Cable/Connectors		
51	Hard Disk Drive (HDD/SSD)		
52	Power Supply Unit (PSU)		
53	Motherboard/Main Logic Board		
54	Cooling Fan (Internal fan for heat dissipation within the NVR enclosure.)		
55	Remote Control/Mouse		
56	Coaxial Cable (RG59/RG6) / CAT6 Ethernet Cable		
57	Video Baluns/Converters		
58	Power over Ethernet (PoE) Switch		
59	Fuses/Surge Protectors		
D	Spare parts of UPS & BATTERIES		
60	Sealed Lead Acid (SLA) Battery		
61	Battery Rack/Tray		
62	Power Supply Unit (PSU)		
63	Inverter Board		
64	Rectifier Board		
65	Control/Logic Board		
66	Cooling Fan		
67	LCD Display Panel		
68	Internal Wiring Harness/Cables		
69	Fuses		
70	Circuit Breakers		
71	Terminal Connectors		
E	Repair/Replacement cost of ATM/CRM SITES		
72	Flush Door (Back Room): ISI marked commercial ply, thickness matching partition, with hinges and embedded lock/handle.		
73	Rolling Shutter: 20 gauge MS sheet with floor locks, guide rails,		

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	and enamel paint finish.		
74	Aluminum Composite Panel (ACP): Min 3mm thickness (0.20mm foil), approved brands (Alubond, Eurobond, etc.), fixed with aluminum framing (min 1.5"x1", 18 gauge).		
75	Soft Board/Fabric Panel: 9 mm thick plywood backing with fabric (not less than 180 GSM), finished with TW (Teak Wood) molding (used for notices/posters).		
76	External Paint: Cement based external paint (e.g., Apex Ultima).		
77	Enamel Paint: 3 coats of approved quality paint for metal/wooden surfaces (e.g., rolling shutters).		
78	Back Room Shelf: 3'x1.5' shelf with ACP sheet on 1"x1.5" aluminum frame for IT equipment.		
79	Battery Stand: Ordinary battery stand for the back room.		
80	Glazed Entrance Door: 8mm thick clear glass with anti-shatter film, powder-coated aluminum frame (85-100mm wide top/bottom frame), floor spring, lock, customized handles.		
81	Glass Partitions 8mm thick clear glass		
82	Customized etching on the middle portion of the glass		
83	Sealants/Adhesives: Silicon-based sealant for glass/ACP joints		
84	New Bulgar Alarm for Replacement/Repair		

NOTE:

1. The optional rates in site civil works will be considered for evaluation but for items where rate only and "optional" are mentioned the bidder must quote realistic rates and for these items rate analysis will be required if they are to be incorporated and these rates will be further reviewed with our architect/compared with our existing rates to arrive at an acceptable rate, which is binding on the bidder.
2. For the items **in ANNEXURE- H (Part 5/ 5)** - The price of each item will be compared and the lowest price among all the bids will be chosen. The L1 bidder is required to match the lowest quote offered by any bidder line item wise.
3. The Optional items will also be a part of the TCO. The Bidder is required to fill in the total of the optional items. Annexure C purely a price schedule of each line items. The L1 selection will be purely on the basis of the commercial Bid format mentioned in Annexure –J.
4. Implementation manual, Site preparation services and sketches of ATM/CRM site for a standard size of 10 x 10 sq ft. will be supplied along with RFP copy.
5. For evaluation purpose Code no of electrical items of Wipro are given. Electrical fittings of
6. Philips Compton Greaves with equivalent code nos. can also be quoted. However final confirmation is subject to approval of Bank. Light fittings for Poster frames will also be with these equivalent code Nos. only
7. Lighting arrangement inside the ATM/CRM room should be arranged in such a way that face of the person operating the ATM/CRM should be captured clearly. Bank is agreeable for suitable design changes in the ATM/CRM room for incorporating the changes required for this purpose
8. The L1 bidder is required to match the lowest quote offered by any bidder for the Optional items mentioned in Annexure- H (part 2 to part 5) Total Cost of Site Preparation optional Line Items.
9. The bidder shall necessarily indicate the name of the brand while submitting the proposal along with detailed specifications offered.

Place.
Date:

AUTHORISED SIGNATORY
Name:

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Designation

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ANNEXURE-I [UNDERTAKING OF AUTHENTICITY FOR HARDWARE AND SOFTWARE]

The General Manager,
IT Department,
Odisha Grameen Bank,
Head Office,
Gandamunda, Khandagiri
Bhubaneswar 751030

Ref: RFP No. _____ dated _____

With reference to the Sites being supplied /quoted to you in response to the above RFP, we hereby undertake that all the components / parts / assembly / software used in the ATM/CRM site under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS, Acs, CCTV, UPS, Batteries, Bulgar Alarm and other hardware etc. shall be original new components/parts/ assembly /software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the RFP, the same shall be supplied along with the authorised license certificate (eg: Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorised source (eg: Authorised Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT ATM/CRMS/ CDS/Software already billed, we agree to take back the ATM/CRM Sites without demur, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/SI etc.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

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ANNEXURE – J [FORMAT FOR COMMERCIAL BID]

1. Name of Bidder :
2. Address of Corporate Office :

TABLE I - COST OF TIS work:

Sl.	Description, Make & Model:	Unit Price[A]	Qty.[B]	Total Price[C=AxB]
1	Complete Site Preparation work which includes all the civil work including designing, paneling, ceiling etc. (excluding AC, CCTV, UPS, Batteries, Bulgar Alarm, electrical part, Isolation transformer, timer, earthing, stabiliser etc) considering a standard ATM/CRM site of size 10 x10 sq feet. Billing will be done based on actual basis, based on the materials used in the preparation of the ATM/CRM Site.		150	
2	Fire Extinguishers As per Annexure- G		150	
3	5 KVA servo Stabilizer As per Annexure- G		150	
4	2 analog timers (1 set). One for AC and other should be for Signage and Lollypop as per RFP as per Annexure-G		150	
5	Total Cost Table-I			

TABLE II - COST OF Electrical equipment, Air conditioner, CCTV, UPS, Batteries and Bulgar Alarm:

Sl.	Item Description	Qty[A]	Unit Cost [B]	Total Cost [C=BxA]
1	Isolation Transformer as per Annexure-G.	150		
2	All electrical items including DB board as per Annexure-G.	150		
3	2 Air Conditioners of 1.5 Tonn capacity- for each location as per Annexure- G	150 *2		
4	Chemical Earthing as per Annexure-G	150		
5	CCTVs as per Annexure-G	150* 2		
6	UPS and Batteries as per Annexure-G	150		
7	Batteries as per Annexure-G	150* 3		
8	Bulgar Alarm as per Annexure-G	150		
9	Total Cost Table-II			

TABLE III - COST FOR ANNUAL MAINTENANCE (After expiry of 3 Years Comprehensive warranty)

OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines)

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Sl.	Description	AMC Price/ Site[A]	Qty.[B]	Total Price [C=AxB]
1	AMC Charges for 4 th year (for AC/CCTV/UPS/Batteries)		150	
2	AMC Charges for 5 th year (for AC/CCTV/UPS/Batteries)		150	

TABLE IV - TOTAL COST OF OWNERSHIP

Sl.	TOTAL COST OF HARDWARE	Qty.	Total Cost in Rs)
1	COST OF TIS work	TABLE I	
2	COST OF Electrical equipment, Air conditioner, CCTV, Bulgar Alarm, UPS and Batteries	TABLE II	
3	COST FOR ANNUAL MAINTENANCE	TABLE III	
4	GRAND TOTAL		

The quantity mentioned is indicative and Bank at its discretion to may increase/decrease ($\pm 25\%$) the quantity (as per requirement). Bidder has to provide the required services at the rate quoted above during the entire contract period. Payment will be released on actual service availed.

NOTE:

- L1 will be determined based on the total price quoted by any of the technically short-listed bidder, whose commercial bid is opened, under Table IV Serial No.4 (Grand Total).
- Entering into AMC with the successful bidder shall be strictly as per terms and conditions defined in Clause 7 of this RFP.
- Bidders must submit all pricing details strictly in accordance with the format specified in the Price Schedule (Annexure-H) within the Commercial Bid.

We certify that the 'items quoted above meets the Technical Specifications as per Annexure - G of the RFP No. _____ dated _____ and prices quoted are all in compliance with the terms indicated in clause 18.1 of the RFP no RFP _____ dated _____. We also confirm that we agree to all the terms and conditions mentioned in this RFP _____ dated _____

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

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ANNEXURE- K [MANUFACTURERS' AUTHORISATION FORM]

(Bidders are requested to submit this form separately for Air conditioner, CCTV, UPS, Batteries, Bulgar Alarm, Timer, Stabiliser and Fire Extinguisher)

No. Dated: / /20__

The General Manager
IT Department,
Odisha Grameen Bank, Head Office,
Gandamunda, Bhubaneswar, 751030

Dear Sir,

Sub: RFP No:

Dated:

We who are established and reputable Manufacturers of Isolation Transformer/Timer/Servo Stabiliser/Acs/CCTV/UPS/Batteries/Bulgar Alarm etc. having manufacturing facility at and do hereby authorize M/s. (Name and Address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full onsite guarantee, onsite warranty and onsite support as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP and we will provide service support for 3 years for comprehensive onsite warranty and post that 2 years of AMC [for AC, CCTV, UPS and Batteries].

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.

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ANNEXURE –L [CERTIFICATE FROM CLIENT]

We hereby certify that M/s. _____ was awarded contract for the supply of ATM/CRM Sites vide our Purchase Order Reference No. _____ dated _____ (copy of PO enclosed) with reference to our RFP Reference No. _____ dated _____.

We also certify that M/s. _____ has executed the contract so awarded to them complete in all respects as per terms and conditions of the above referred Purchase Order / RFP. The details of project execution under the above purchase order / RFP is as under

Year in which The ATM/CRMs /CDs supplied in capex model.	Total Order Value.	Details of ATM site implemented and Maintained. (List out of the make and model of ATM/CRMs /CDs supplied)	Name and details of Contact person of the organisation for reference.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

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ANNEXURE – M [DETAILS OF SUPPORT INFRASTRUCTURE AVAILABLE WITH BIDDER]

However, Bidder's representative and local office at Bhubaneswar will be the contact point for the Bank. The Bidder is responsible for managing the activities of its personnel or the Personnel of its franchisees and will be accountable for both.

PLEASE REFER TO ELIGIBILITY CRITERIA

S No:	Name of Regional Office Location	Contact details with names, address, contact Number, e-mail ID etc.	Specify whether direct service centers or exclusive franchisee service centers or authorized service centers	Number of Service Engineers attached
1.	Angul			
2.	Bolangir			
3.	Balasore			
4.	Bargarh			
5.	Boudh			
6.	Bhadrak			
7.	Cuttack			
8.	Deogarh			
9.	Dhenkanal			
10.	Gajapati			
11.	Ganjam			
12.	Jagatsinghpur			
13.	Jajpur			
14.	Jharsuguda			
15.	Kalahandi			
16.	Kandhamal			
17.	Kendrapara			
18.	Keonjhar			
19.	Khurda			
20.	Koraput			
21.	Malkangiri			
22.	Mayurbhanj			
23.	Nabarangpur			
24.	Nayagarh			
25.	Nuapada			
26.	Puri			
27.	Rayagada			
28.	Sambalpur			
29.	Sonepur			
30.	Sundargarh			

We hereby certify that the details of direct service centers or exclusive franchisee service centers or authorized service centers mentioned above are of our own.

Authorized Signatory

Name and Designation

Office Seal



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Place:

Date:

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ANNEXURE – N [TERMS AND CONDITIONS COMPLIANCE TABLE]

Note: Bid proposals not conforming to all terms (as per RFP terms & conditions) mentioned below, will not be taken for further evaluation and may be treated that bid proposal as Technically non-responsive. Bank will not entertain any correspondence in this regard.

S.No.	Description	Complied Yes/No	Page No. of Bid Document	Deviations if any
1	Payment Terms			
2	Delivery			
3	Comprehensive on-site Warranty and Maintenance Terms			
4	Force Majeure			
5	Scope of Work (As per Section 7 of this RFP)			

We confirm compliance of all the above terms and conditions and also other conditions of RFP, except for the deviations mentioned above.

Signature of the bidder with designation

Company Seal

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ANNEXURE – O [Undertaking compliance of minimum wages]

The General Manager,
Information Technology Department,
Odisha Grameen Bank, Head Office,
Gandamunda ,Khandagiri
Bhubaneswar – 751030

Sir,

Sub: Confirmation for Government Rules relating to Minimum Wages:

Ref: Your Purchase Order No _____ dated _____

We refer to your purchase order no. Dated / Service Level Agreement awarding contract for _____.

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Authorized Signatory
Place:

Name and Designation

Office Seal

Date:

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Annexure – P [LETTER OF UNDERTAKING]

The General Manager,
Information Technology Department,
Odisha Grameen Bank, Head Office,
Gandamunda, Khandagiri
Bhubaneswar – 751030

Dear Sir,

- 1 We hereby confirm that we agree to all the RFP terms and conditions of the RFP No. _____ dated _____, its Annexure's, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
- 2 We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
- 3 I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I declare that my company will be doing back-to-back agreement with all the sub-contractors or sub vendors for the support and services for the contract period. My company will be producing attested copy of the agreement with all the suppliers for the service and support in AMC and warranty period within 15 days of acceptance of Purchase Order. In case of noncompliance Bank may hold payment against my invoices.
- 4 We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Dated at _____ this _____ day of _____ 20__
Yours faithfully,

For _____

Signature: _____

Name: _____

Authorized Signatory

Place:

Date:

Name and Designation

Office Seal

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Annexure – Q [Price Schedule for Shifting 1 ATM/CRM Site]

Name of Bidder: _____

Date: _____

Total Estimated Cost for a 50 KM Shift for one ATM/CRM Site

Sl No	Description	Qty	Unit	Rate	Price (INR)-Exl GST
1	Panelling with 3mm approved colour ACP with aluminium 1.5/1.5	200	Sqft		
2	Partition with 3mm approved colour ACP with aluminium 1.5/1.5	100	Sqft		
3	Shutter Boxing with 3mm approved colour ACP with aluminium 1.5/1.5	100	Sqft		
4	Ceiling	100	Sqft		
5	Chemical Earthing	1	Number		
6	Electrical Wiring (AC, Lights, ATM Point with switch and socket, Earthing)	1	ATM/CRM Site		
7	Main door repairing with new floor spring (Supply & installation of new floor spring Godrej make with 3 years warranty)	1	Number		
8	Fix Glazing	1	Number		
9	Fire Extinguisher (New installation)	1	Number		
10	Light Fixture LED in 2*2 frame	2	Number		
11	Light under the Porch Area	1	Number		
12	Deinstallation & Reinstallation of signage, Lollipop and other fixed items to new site	1	Number		
13	Deinstallation & Shifting of UPS along with Battery, ACs (with ODU), CCTV, DB Box and other Electrical Fixture and installation of the same at new site	1	Number		
14	Shifting, Grouting and Degrouting of ATM CD Machine	1	Number		
	TOTAL				
	SCRAP VALUE				
	NET TOTAL				

Terms & Conditions:

Distance Calculation: The distance shall be calculated from the existing site coordinates to the new site coordinates using Google Maps (shortest motorable route).

L1 Price Matching: As per the contract, L2 and L3 vendors must match the L1 price and fixed rates to be eligible for the 30% and 20% order allocation.

Approved Makes: All replacement parts or new components (CCTV, wiring, etc.) must strictly adhere to the approved makes list as per RFP Annexure G.

Invoicing: The bidder must submit a joint visit report (JVR) signed by the Bank official confirming the successful re-installation and the total distance traveled.

OGB/RFP/ITD/ATM/004/2025-26 : Rate Contract for Supply, Installation and Commissioning of ATM/CRM sites (excluding the ATM/CRM machines)



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The vendor to factor the cost of the transportation.

Authorized Signatory: _____

Company Seal: _____

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(On Stamp Paper of ₹ 100.00)

Annexure R - Integrity Pact

Preamble

This Agreement (hereinafter called the Integrity Pact) is made on this the _____ day of _____ (month) 20____, between,

on one hand, **ODISHA GRAMEEN BANK** acting through Shri _____, _____, (designation of the officer) of ODISHA GRAMEEN BANK, a Regional Rural Bank and an enterprise of the Government of India constituted under the Regional Rural Banks Act 1976 (21 of 1976) hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the First Part

And

M/s _____, a Company incorporated under the Companies Act, or a Partnership Firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnership Act, 2008 represented by Shri. _____, Chief Executive Officer/ all the Partners including the Managing Partner (hereinafter called the " BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure _____ (Name of the Stores/Equipment / Item / Services) and the BIDDER/Seller is desirous of offering / has offered the stores/Equipment / Item / Services and WHEREAS the BIDDER is a private company/public company / Government undertaking / partnership / LLP / registered export agency and is the original manufacturer / Integrator / authorized / Government sponsored export entity of the stores / equipment / item or Service Provider in respect of services constituted in accordance with the relevant law in the matter and the buyer is a Regional Rural Bank and a Government Undertaking as such.

WHEREAS the BUYER has floated a tender / RFP (Tender / RFP No.: _____) hereinafter referred to as "Tender / LTE / RFP" and intends to award, under laid down organizational procedures, contract/s purchase order / work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS the BUYER values full compliance with all relevant laws of the land, rules, bye-laws, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, the BUYER has appointed Independent External Monitors (IEM), to monitor the tender process and the execution of the Contract for compliance with the Principles as laid down in this Agreement.

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Pact or "Pact", the terms and conditions of which shall also be read as Integral part and parcel of the Tender documents and Contract between the parties.

NOW, THEREFORE in, consideration of mutual covenants contained in this Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings, the parties hereby agree as follows and this Pact witnesses as under:

The contract is to be entered into with a view to:-

Enabling the BUYER to procure the desired said stores/equipment/item/Services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any and all forms, by its officials by following transparent procedures.

The parties hereby agree hereto to enter into this Integrity Pact and agree as follows:

Article 1: Commitments of the BUYER

1.1 The BUYER undertakes that no official/ employee of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe,

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consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party whether or not related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same- information and will not provide any such information to any particular BIDDER which could afford an undue and unfair advantage to that particular BIDDER in comparison to other BIDDERS. The BUYER will ensure to provide level playing field to all BIDDERS alike.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted breach(es) or breaches per se of the above commitments as well as any substantial suspicion of such a breach.

1.4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

Article 2: Commitments of the BIDDER

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official(s)/employee(s)/persons related to such Official(s) / employees of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official of the BUYER or otherwise in procuring the Contract or forbearing 'to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Bank.

2.3 The BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.4 The BIDDER shall disclose the payments to be made by them- to agents/brokers or any other intermediary, in connection with this bid/contract.

2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / integrator / authorized / government sponsored export entity of the stores/equipment/item/Services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers, or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical

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proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care to avoid unauthorized disclosure of such information.

2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.11 The BIDDER undertakes not to instigate directly or indirectly any third person to commit any of the actions mentioned above.

2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the- BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined and prescribed under Section 6 of the Companies Act 1956 and as defined and prescribed under Section 2(77) of the Companies Act 2013 and the relevant Rules made there under.

2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

Article 3: Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Article 2 above or in any other form such as to put his reliability or credibility in question, the BUYER is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process & exclude him from future business dealings as per the existing provisions of GFR, 2017, PC ACT 1988, etc. or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings" and any other Financial Rules/Guidelines applicable to the BUYER. Copy of the "Guidelines on Banning of business dealings" is annexed and marked as Annexure-"B".

Article 4: Compensation for Damages

4.1 If the BUYER has disqualified the Bidder(s) from the tender process prior to the award according to Article 3, the BUYER is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

4.2 If the BUYER has terminated the contract according to Article 3, or if the BUYER is entitled to be terminate the contract according to Article 3, the BUYER shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Article 5 - Equal Treatment of all Bidders/Contractors/Subcontractors

5.1 Bidder(s) /Contractor(s) undertake(s) to demand from all subcontractors a signed commitment in conformity with this Integrity Pact, and to submit it to the BUYER before contract signing.

5.2 The Principal Contractor shall take the responsibility of the adoption of IP by the sub-contractors. It is to be ensured that all sub-contractors also sign the IP.

5.3 In case of a Joint Venture, all the partners of the Joint Venture should sign the Integrity pact.

5.4 The BUYER will enter into Pacts on identical terms as this one with all Bidders and Contractors.

5.5 The BUYER will disqualify those Bidders from the Tender process, who do not submit, the duly signed Pact, between the BUYER and the bidder, along with the Tender or violate its provisions at any stage of the Tender process.

Article 6: Previous Transgression

6.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other Company/ PSU/ Nationalized Bank/Regional Rural Bank in any country in respect of any corrupt practices envisaged hereunder or with any Nationalized Bank/Regional rural Bank/ Public Sector Enterprise in India or any "Government Department in India that could justify BIDDER's exclusion from the tender process.

6.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.

6.3 The imposition and duration of the exclusion of the BIDDER will be determined by the BUYER based on the severity of transgression.

6.4 The Bidder/Contractor acknowledges and undertakes to respect and uphold the BUYER's absolute right to resort to and impose such exclusion.

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6.5 Apart from the above, the BUYER may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the BUYER.

6.6 If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the BUYER may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Article 7: Criminal charges against violation by Bidder(s) / Contractor(s) / Sub contractor(s)

If the BUYER acquires knowledge of conduct of a Bidder/Contractor, or of an employee or a representative or an associate of a Bidder/Contractor which constitutes corruption within the meaning of Prevention of Corruption Act, or if the BUYER has substantive suspicion in this regard, the BUYER will inform the same to the Chief Vigilance Officer.

Article 8: Earnest Money (Security Deposit)

8.1 While submitting commercial bid, the BIDDER shall deposit an amount of Rs..... (to be specified in NIT/LTE/RFP) as Earnest Money/security deposit with the BUYER through any of the following instruments:

- (i) Bank Draft or a Pay Order in favour of
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for payment.
- (iii) Any other mode or through any other instrument [to be specified in the NIT/LTE/RFP].

8.2 The Earnest Money/Security Deposit shall be valid upto the complete conclusion of the contractual obligations for the complete satisfaction of both the BIDDER and the BUYER or upto the warranty period, whichever is later.

8.3 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

8.4 No interest shall be payable by the BUYER to the- BIDDER on Earnest Money/Security Deposit for the period of its currency.

Article 9: Sanction for Violations

9.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf [whether with or without the knowledge of the BIDDER] shall entitle the BUYER to take all or anyone of the following actions, wherever required:-

- i. To immediately call off the pre-contract negotiations/ proceedings with such Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER[s] would continue.
- ii. The Earnest Money Deposit [in pre-contract stage] and/or Security Deposit/Performance Bond [after the contract is signed] shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason there for.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To encash the advance bank guarantee and performance guarantee/ bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
- v. To cancel all or any other Contracts with the- BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money[s] due to the BIDDER.
- vi. To debar the- BIDDER from participating in future bidding processes of- the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- vii. To recover all sums paid in violation of this Pact by BIDDER[s] to any middleman or agent or broker with a view to-securing the contract.
- viii. In cases where irrevocable Letters of Credit have been received in respect of any- contract signed by the BUYER with the BIDDER, the same shall not be opened.

9.2 The BUYER will be entitled to take all or any of the actions mentioned at paragraph 9.1 [i] to [viii] of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf [whether with or without knowledge of the BIDDER], of an offence as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 as amended from time to time or any other statute enacted for prevention

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of corruption.

9.3 The decision of the BUYER to the effect that a breach of the Provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor[s] appointed for the purposes of this Pact.

Article 10: Independent External Monitors

10.1 The BUYER has appointed Independent External Monitors [hereinafter referred to as monitors] for this Pact in consultation with the Central Vigilance Commission (CVC) Government of India.

10.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligation under this Pact.

10.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

10.4 Both the parties accept that the Monitors have the right to access all the document relating to the project/procurement, including minutes of meetings. The same is applicable to Subcontractors of the Bidder. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s) /Subcontractor(s) with confidentiality.

10.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non - binding recommendations.

10.6 The BIDDER accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation. The same is applicable to Subcontractors also which the BIDDER shall note.

10.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

Note: However, the documents /records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed.

10.8 For ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process or during execution of contract, the matter should be examined by the Monitor, who would look into the records, conduct an investigation, and submit their joint recommendations to the Management. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

The advice of the Monitor is restricted to resolving issues raised by a bidder regarding any aspect of the tender which allegedly restricts competition or bias towards some bidders.

10.9 The Monitor is expected to submit a written report to the designated Authority of BUYER within 30 days from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

10.10 The Monitor would examine all complaints received by them and give their recommendations/views to the Chairman, ODISHA GRAMEEN BANK at the earliest. They may also send their report directly to the CVO in case of suspicion of serious irregularities requiring legal/administrative action. Only in case of very serious issue having a specific, verifiable vigilance angle, the matter should be reported directly to the Chief Vigilance Commission.

10.11 The word 'Monitor' would include both singular and plural.

10.12 In the event of any dispute between the management and the contractor relating to those contracts where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation of the Monitor in a time bound manner. If required, the organizations may adopt any mediation rules for this purpose. In case, the dispute remains unresolved even after mediation by the Monitor, the organization may take further action as per the terms & conditions of the contract. However, not more than five meetings shall be held for a particular dispute resolution. The fees/expenses on dispute resolution shall be equally shared by both the parties.

Article 11: Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and

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the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Article 12: Law and Place of Jurisdiction

This Pact is subject to Indian Laws. The place of performance and jurisdiction is as notified by the BUYER.

Article 13: Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

Article 14: Validity

14.1 Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the BUYER and the BIDDER/Seller, till the completion of contract, including warranty period, whichever is later. After award of work, the Monitor shall look into any issue relating to execution of contract, if specifically raised before them. However, the Monitor may suggest systemic improvements to the management of the organization concerned, if considered necessary, to bring about transparency, equity and fairness in the system of procurement.

In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

14.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

Article 15: Code of Conduct

Bidders are also advised to- have a Code of Conduct clearly rejecting the use of bribes and other unethical behavior and a compliance program for the implementation of the code of conduct throughout the company.

Article 16: Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or Payment of commission, the Buyer or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Article 17: Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Pact.

Article 18: Other Provisions

This Pact is subject to Indian laws. The place of performance and jurisdiction is the Head Office/Head Quarters of the Division of the BUYER or as otherwise notified by the BUYER, who has floated the Tender.

18.1 Changes and supplements, if any, need to be necessarily made in writing and signed by the duly authorized representatives of the Bidder and the Buyer. It is clarified that there are no parallel/ Side agreements in this regard and that the present Agreement forms the full and complete agreement as regards the subject matter contained herein.

18.2 If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.

18.3 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

18.4 Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact", any action taken by the BUYER in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

18.5 The Integrity pact shall be deemed to form a part of contract and parties shall be bound by it's provision.

18.6 Issues like warranty/guarantee etc. should be outside the purview of Monitor.

BUYER	BIDDER
Name of the Officer	Name of the Officer

Odisha Grameen Bank
Head Office: Bhubaneswar
(Scheduled Bank Owned by Government)

Designation ODISHA GRAMEEN BANK	Designation Bidder's Company Name
Witness 1. _ 2. _	Witness 1. _ 2. _

Odisha Grameen Bank
Head Office: Bhubaneswar
(Scheduled Bank Owned by Government)

Annexure S - Bid Offer Form (without Price)

(Bidder's Letter Head)
OFFER LETTER

Date:

To,
The General Manager,
Information Technology Dept,
ODISHA GRAMEEN BANK, Head Office,
AT- Gandamunda, P.O. – Khandagiri,
Bhubaneswar – 751030.

Dear Sir,

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR and are exclusive of applicable Taxes.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for OGB and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that OGB reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable.

We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of OGB will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by OGB for submission of bid, and our offer shall remain binding upon us and may be accepted by OGB any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, OGB will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that OGB may reject any or all of the offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Bank Guarantee valid for ___days for an amount of Rs.____ (Rs. ____ only) payable at Bhubaneswar.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address:

Odisha Grammeen Bank
Head Office: Bhubaneswar
(Scheduled Bank Owned by Government)

Annexure T - Format Power of Attorney

(On Stamp paper of ₹ 100/-)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **RFP # OGB/RFP/ITD/ATM/004/2025-26 dated 19-01-2026 REQUEST FOR PROPOSAL (RFP) FOR RATE CONTRACT FOR SUPPLY, INSTALLATION AND COMMISSIONING OF ATM/CRM SITES (EXCLUDING THE ATM/CRM MACHINES) UNDER CAPEX MODEL** in response to the RFP by OGB, including signing and submission of all the documents and providing information/responses to OGB in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.



Signature of Attorney

Dated this _____ day of _____ .
For _____.

Accepted

(Signature)
(Name Designation)
Date:
Business Address: